



CAMPBELLFORD
MEMORIAL HOSPITAL

PATIENT SERVICES DIRECTORY



www.cmh.ca

PLEASE TAKE THIS COPY OF OUR DIRECTORY HOME
WITH YOU FOR FUTURE REFERENCE

REVISED AUGUST 2019

WELCOME

Welcome to the Campbellford Memorial Hospital. The Mission of the Campbellford Memorial Hospital is “the relief of illness, pain and suffering, and the promotion of health, for the communities we serve.” We know that being in the hospital is usually a stressful time for patients and family members. We’ve developed this directory to help us deliver on our Mission by letting patients and their families know about the healthcare services we offer.

At Campbellford Memorial Hospital, we believe that patients and families benefit by being informed and participating in the health care we provide. This booklet represents only one of the ways we help you be involved in your care. Our hospital is staffed with dedicated, knowledgeable and compassionate

health care professionals. We know that patients and families want to be involved in their care and we are committed to providing excellence in health services while working with the patient to provide the best possible experience in our hospital.

We are very proud of our hospital – we feel we have a balance of the caring and compassion found in a smaller community, mixed with having technology and services that are comparable to larger urban centres.

We always welcome your feedback, whether you have a compliment or a concern. If you feel we have not met your expectations, please contact the Executive Assistant to the CEO at telephone extension 2006.

Sincerely,

Varouj Eskedjian, *President and Chief Executive Officer*



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PLEASE NOTE THAT WE ARE
CONSTANTLY CHANGING TO MEET
YOUR NEEDS.

THE INFORMATION PRESENTED
HERE MAY BE SUBJECT TO CHANGE.

ABOUT US

CAMPBELLFORD MEMORIAL HOSPITAL (CMH)

is a 34-bed health care facility located in Trent Hills. It serves approximately 30,000 Northumberland, Peterborough and Hastings County residents, as well as a large seasonal population of cottagers and tourists enjoying the beautiful Kawartha Lakes region and the Trent River System.

As the only hospital located between Belleville, Trenton, and Peterborough,

Ontario, CMH provides a comprehensive array of acute care services. The Hospital's 24-hour Emergency department has approximately 20,000 visits each year. To ensure comprehensive, coordinated, patient and family centered care that meets local needs, the Campbellford Memorial Hospital works with community organizations as well as other area hospitals.



OUR MISSION

Campbellford Memorial Hospital is dedicated to relief of illness, pain and suffering, and to promotion of health for the communities we serve.

OUR VISION

Campbellford Memorial Hospital's vision is to be a recognized leader in rural health care, creating a healthy community through service excellence, effective partnerships and the development of innovative hospital services.

OUR VALUES

COMPASSION: Compassionate care is a commitment we make to patients and their families. We understand that the art of care is often just as important as whatever technical expertise we bring to our jobs and that compassion is something that staff members give of themselves to our patients and their families.

LEARNING AND INNOVATION: A commitment to opportunities for learning and personal growth for staff members in all departments is essential to maintaining a vibrant and dynamic organization. CMH will continue to budget resources for learning and growth opportunities for staff members in every department. We will also promote an organizational culture of innovation—one that encourages advancement of knowledge and experience—in order to make continual improvements in patient care, and in our services across the organization.

EXCELLENCE: We must not only meet, but exceed the needs and expectations of our patients. Excellence means that we will not only provide highly skilled patient care, but also that we understand the human dynamics involved in providing care and services. Excellence means a commitment to maintaining the best equipment and facilities that we can possibly afford. It means a commitment to assisting professionals in furthering their education and skills. It also recognizes that all staff members play key roles in ensuring that patients have the best experiences possible in our hospital.

ACCOUNTABILITY: We acknowledge our responsibility to provide the best possible quality of care by managing our resources effectively. We also recognize our responsibility to act as advocates for our community to secure needed resources.

RESPECT: This value encompasses how we treat our patients, and their families, and how we relate to each other. We value the rights of our patients and their families to be treated with dignity and have their individual values and decisions appreciated. We recognize and value the unique contributions of staff members, physicians, volunteers and supporters.

OUR CODE OF CONDUCT

It is the responsibility of all individuals at Campbellford Memorial Hospital to promote a supportive, inclusive and caring environment where everyone has a right to be treated with compassion, dignity and respect, to be recognized, and to have contributions valued.

It is our responsibility to help others, as well as our right to ask for and receive help. We will be provided with the opportunity and freedom to make the right decisions, with counsel or guidance as required. We will communicate with one another professionally, compassionately and responsibly.

We will welcome change, and will support continuous learning, development and improvement to encourage change.

We are all entitled to rights, and are also responsible for maintaining the rights of others. Together, we will collectively create and maintain an exceptional level of care and mutual respect for our community and the people we serve.

OUR COMMITMENT TO MUTUAL RESPECT AND TOLERANCE

Campbellford Memorial Hospital recognizes its responsibility to ensure the well-being, safety and dignity of its patients/clients, their families, its employees and affiliates, physicians, volunteers and students. We are committed to promoting an environment of mutual respect and tolerance.

Campbellford Memorial Hospital further believes that all patients and staff, volunteers and students deserve a place free of harassment and violence. The hospital expects patients, family members, visitors, physicians, staff, volunteers, and students to behave in a manner that demonstrates mutual respect and tolerance at all times. There is no tolerance for abusive behaviour of any kind (e.g. physical or verbal).

PATIENT & FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council (PFAC) will serve in an advisory capacity on matters that impact patients and families in the hospital.

- Identify and support opportunities for improvement within CMH from the patient and family perspective.
- Listen and learn from the rural hospital community in order to embed the patient voice throughout the organization.
- Exchange and generate ideas and positive ways to advance patient safety and quality in partnership with patients and families.

PATIENT DECLARATION OF VALUES

Campbellford Memorial Hospital (CMH) is committed to the delivery of excellent health care in our community. We firmly believe that engaging people to improve their care plays a key role in achieving health and well-being. Understanding your rights and responsibilities as a patient of CMH constitutes one of the most important aspects of building a successful interaction between you and your care providers.

PATIENT RIGHTS

Patients have the right to:

- Feel safe
- Be treated with respect, consideration, dignity and compassion without discrimination
- Be listened to, ask questions and express concerns
- Receive safe and quality care in a timely manner by the most appropriate caregiver
- Privacy and confidentiality
- Be provided with transparent and full disclosure of information in order to make the best decision
- Have access to a contact person if concerns are not addressed to patient satisfaction

PATIENT RESPONSIBILITIES

Patients and/or their representatives have the responsibility to:

- Use health care responsibly
- Maintain and provide accurate history and medical information
- Treat care providers with dignity and respect
- Participate in plan of care
- Be respectful of the rights and the property of other patients, visitors and staff of the hospital

OUR COMMITMENT TO PATIENT SAFETY

Patient safety is a priority at Campbellford Memorial Hospital. Our goals are to ensure that everyone who receives care or service from us is kept safe and that we continue to work to prevent unnecessary harm or injury to all patients. To make sure we provide the safest environment possible during your hospital stay, we need your active involvement. We encourage you to speak up to ensure your safety.

DURING YOUR HOSPITAL STAY:

- Wear your hospital ID and other safety bracelets as required. Make sure the healthcare provider caring for you checks it.
- Make sure you and all care givers are clear about what medications you should take. Be sure to tell your care givers about all medications including non-prescription medication, vitamins and herbal remedies. Keep a list of your medication. You must bring all your medications in the original containers, when you are admitted or to an appointment. When you receive a prescription make sure it is the right medication and the right dose.
- Infection: Don't pass it on! Don't be afraid to remind friends, family and healthcare providers to wash and sanitize their hands before coming into direct contact with you.
- Know what to do after you get home. Make sure you understand what is expected when at home and that you know who to call if you have further questions once you get home.

ASSISTING US WITH YOUR SAFETY

- Keeping us informed of any changes in your condition, good or bad (such as an allergic reaction to a drug).
- Speak up when you have a question about any part of your care.

OUR COMMITMENT TO PRIVACY: COLLECTION OF PERSONAL HEALTH INFORMATION

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to CMH and the care that you received during those visits. We may collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

After discharge, all requests for health information should be directed to the Medical Records Department at 705-653-1140, extension 2148.

USES AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

We use and disclose your personal health information to:

- Treat and care for you, inform your family physician, get payment for your treatment and care (from OHIP, WSIB, private insurers, etc)

- Plan, administer and manage our internal operations, teach, compile statistics, conduct risk management activities, compile statistics
- Conduct quality improvement activities (such as sending patients satisfaction surveys), fundraise to improve our services and programs
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

YOUR CHOICES

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures, (subject to legal exceptions), by contacting us. To contact for more information about our protection practices, or to raise a concern with our practices, contact our Privacy Officer at (705) 653-1140, Extension 2111. In order to protect your confidentiality, information about your health will not be released to anyone unless specifically requested by you. Patient information will not be given out over the telephone to anyone, at any time.

You have the right to complain to the Information and Privacy Commissioner, Ontario if you think we have violated your rights. The Commissioner can be reached at:

2 Bloor Street East, Suite 1400

Toronto, ON M4W 1A8

(416) 326-3333 or 1-800-387-0073

Fax: 416-325-9195 email: www.ipc.on.ca

After discharge, all requests for health information should be directed to the Medical Records Department at 705-653-1140, extension 2148.

GENERAL SERVICES



INPATIENT SERVICES

- Comprehensive Medical Care
- Palliative Care
- Restorative Care

OUTPATIENT SERVICES

- 24/7 Emergency Services
- Diagnostics Services (x-ray, ultrasound, echocardiogram, CAT scan, holter monitor, pulmonary function test)
- Mammography
- Bone Mineral Density
- Ontario Breast Screening Program
- Laboratory Services
- Mental Health Services

- Nutritional Counselling
- Cardiac Education
- Diabetes Education
- Ambulatory Blood Pressure Monitoring
- Ontario Telehealth Network
- Sleep Clinic and Sleep Lab
- Falls Program
- GAIN Clinic

ADMITTING/REGISTRATION

Your health card is required to be validated for each visit to Campbellford Memorial Hospital. Please ensure you bring your card with you to your visit.

Admitting/Registration is located on the Main Floor beside the Emergency Department. This area of the hospital is open from 07:30 a.m. to 11:30 p.m., seven days a week. The Admitting/Registration clerk will record information such as your name, address, and name of your family doctor. This information needs to be reviewed at each visit. Please present your valid Ontario Health Card and any additional insurance information, if applicable, when being admitted.

PLEASE BRING/HAVE BROUGHT IN:

- Your Health and insurance cards
- Comfortable clothing and non-slip footwear (essential to prevent falls).
- Toiletries. (Do not bring heavily scented items or perfumes).
- All your current medications, in their original containers, and a medication history including drug allergies and sensitivities
- Copies of documents pertaining to personal care (powers of attorney, living will)

POWER OF ATTORNEY

When you are admitted you will be asked for the name of your legal power of attorney for personal care. Based on the Substitute Decision Maker's Act there is a hierarchy to who gets to make decisions for you should you no longer be capable of making decisions. It is generally a spouse, parent, children, etc. Some people have a written power of attorney for personal care and have designated someone to make decisions for them.

DISCHARGE

E.D.D. (EXPECTED DATE OF DISCHARGE)

An expected date of discharge is when your acute episode is resolved or treated. This is based on the admission diagnosis and the expected length of stay calculated by Ministry of Health criteria. This is a flexible guideline for planning discharge home. The decision is made by the physician managing your care with input from other healthcare providers. At time of discharge, you will receive a Patient Orientated Discharge Summary (PODS) providing you with guidelines and follow up instruction. A copy of this form is faxed to your family physician.

You may be contacted by discharge planning to assist in discharge planning goals.

DISCHARGE PLANNING

Upon admission, it is important for you to work with the healthcare team to begin planning your discharge from hospital. Together we will assist you and your family in planning for your discharge. If you have any questions or concerns, please ask your healthcare provider before you leave.

RESPONSIBILITY OF PATIENT/ FAMILY

In order for the discharge process to proceed as smoothly as possible, CMH would appreciate if you and/or your family would:

- **Provide necessary clothing to be worn at time of discharge**
- **Transportation**

TRANSPORTATION

Upon discharge, patients will be responsible to arrange their own transportation. Staff will be able to provide information relating to relevant local transportation services. This may include Community Care Northumberland Specialized Transportation – (866) 768-7778 or Voyago Transportation – (855) 263-7163.

GERIATRIC ASSESSMENT & INTERVENTION NETWORK

The Trent Hills Community GAIN Team is one of 11 GAIN teams in the Central East LHIN, providing both clinic and in-home services in the Trent Hills area. GAIN is a program of the Seniors Care Network which is funded by Central East LHIN to support frail older adults living at home or in retirement residences with multiple

complex medical concerns, including cognitive impairment, decreased function, falls or risk of falls, impaired mobility, incontinence and/or multiple medications. Frail older adults 65 years of age and older, who are experiencing changes in support needs, safety concerns, psychosocial and mental health concerns or those with frequent health service usage will benefit from the services offered by the GAIN Team.

The Team provides a comprehensive assessment, care planning and delivery to assist with the complex needs of many older adults. Its inter-professional team works with older adults and their families to develop care plans that will support them so they are able to continue living at home. The team includes Nurse Practitioner, Registered Practical Nurses, Physiotherapist, Pharmacist, Personal Support Worker, Community Care Access Centre Care Coordinator, Geriatrician Support and administrative support. GAIN referrals can be made by doctors, nurses, other health providers or individuals. For additional information, contact the office at 705-653-1140 ext. 2139.

MEDICAL/SURGICAL/ SPECIAL CARE UNIT

Medical/Surgical is a 34 bed acute care in-patient unit at Campbellford Memorial Hospital. All acute patients are admitted to this unit. Within the unit is a four bed Special Care Unit (SCU) for those patients who require cardiac monitoring. An interdisciplinary team develops plans of care for all patients on the Medical/Surgical Unit.

OR/DAY SURGERY (DSU)

The OR/DSU is open Monday – Friday from 07:30 a.m. – 3:30 p.m. After hours surgery is done for emergency reasons. If we are not able to carry out that emergency surgery you may be transferred to one of our regional partner hospitals.



EMERGENCY DEPARTMENT

Our Emergency Department (ED) provides emergency medical services 24 hours a day, 7 days a week with the complement of medical and nursing personnel.

TRIAGE IS THE FIRST STEP

Patients are first triaged according to the Canadian Emergency Department Triage and Acuity Scale. This ensures that the most acute patients are prioritized.

WAIT TIMES

Several factors will influence your wait time in the ED in addition to the priority you received at triage – diagnostic resources, ability to transfer patients and the extent of overcrowding. With a significant increase in the complexity of care needed for patients seen in the ED as well as the in-patient beds being full frequently, the ED is often functioning at full occupancy, which directly impacts on the wait times you may experience.

Patients presenting with a more urgent situation will be prioritized to see the physician (according to the Triage scale). Based upon volumes and activity wait time may vary.

PLEASE NOTIFY THE TRIAGE NURSE OF ANY CHANGES IN YOUR CONDITION WHILE YOU ARE WAITING!

LABORATORY

The Laboratory provides services in blood collection, ECG and Holter Monitor testing. Appointments can be made Monday to Friday from 08:30 a.m. to 2:30 p.m. by calling (705) 653-1140 X 2124. There may be special requirements (e.g. fasting) involved in your testing; please ensure to ask when making your appointment. Appointments are required so that we can effectively manage all of our work and testing for inpatients, emergency and outpatients. “Drop in” patients will be requested to book an appointment on another day.

Some testing may be completed by our reference laboratory, meaning that results may take longer to be completed. Once testing is completed, the results are sent to the healthcare provider who ordered the test(s).

The laboratory has a patient identification policy where you will be asked your name and the date of your birth.

DIAGNOSTIC IMAGING

The Diagnostic Imaging Team consists of highly trained individuals who provide exceptional care to all patients.

CMH is a digital department and utilizes a Picture Archiving and Communication System (PACS) technology. This technology increases the efficiency of an imaging department by having a computer system dedicated to the storage, retrieval, distribution and display of diagnostic images. A patient's entire file is easily accessed for diagnostic reporting and clinical review.

We offer the following services:

- Bone Mineral Densitometry (BMD)
- CT (Computerized Tomography)
- Echocardiograms
- Fluoroscopy Stomach and Bowel Exams
- General Radiology (X-rays)
- Mammography and Ontario Breast Screening Program (OBSP)
- Ultrasound

A physician's referral is required for all Diagnostic Imaging examinations (except for qualifying patients with OBSP). Fax CT requisition to CT Bookings (705-632-2022) and requisitions for all other DI tests to the Booking Department (705-653-3601) who will notify you of the date and time of your appointment. We do accept walk-ins for x-rays only, but you must have a requisition signed by your physician in hand. Evening and weekend appointments are also available. Diagnostic Imaging is located on the main floor behind the Emergency Department - follow the red squares.

FOOD SERVICES

Our food services team provides meals that will be geared towards and take into consideration special dietary requirements or restrictions that have been ordered by your doctor or the clinical dietician. Please inform your nurse if you have any food allergies.

The cafeteria is open to visitors and families from 9 a.m. to 6 p.m. Lunch is served Monday to Friday, but there is no hot supper prepared for the cafeteria. Vending machines are located near switchboard.

HOSPICE PALLIATIVE CARE

Campbellford Memorial Hospital works in collaboration with community palliative care programs to deliver high quality palliative care for inpatients.

ONTARIO TELEMEDICINE NETWORK (OTN)

The focus of the Ontario Telemedicine Network is to provide a full range of clinical consultation services including cardiac care, paediatrics, child psychiatry,

dermatology, endocrinology, neurology, surgery, etc.

These services are achieved through the application of telecommunications technology. In our community the network connects doctors in Ottawa, Toronto, London, Peterborough, etc. with patients at Campbellford Memorial Hospital, and it connects doctors from our hospital with patients from other facilities such as Warkworth Penitentiary. Telemedicine allows patients to have their appointments closer to home without having to travel long distances, and is arranged as an outpatient by the consultant.

COMMUNITY MENTAL HEALTH PROGRAM

The Community Mental Health Program is an outpatient mental health program serving adults 16 years and older who suffer from symptoms of serious mental health illness such as:

- Mood disorders (Clinical Depression, Bipolar Disorders, Seasonal Affective Disorder, Post Partum Depression)
- Anxiety Disorders (Generalized Anxiety Disorders, Post Traumatic Stress Disorder, Obsessive Compulsive Disorder)
- Psychosis (Schizophrenia, Bipolar I)



- Personality Disorders (Borderline Personality Disorder)

Services are provided in individual or groups format. Five (5) programs are offered for our clients:

EARLY PSYCHOSIS INTERVENTION PROGRAM (LYNX):

people ages 14 to 35, who are experiencing the early stages of psychosis; family support is also offered.

MENTAL HEALTH COURT SUPPORT & DIVERSION

CRISIS INTERVENTION

CASE MANAGEMENT

COUNSELLING & TREATMENT

PSYCHIATRIC CONSULTATION: referral requests accepted from healthcare providers through the Ontario Telehealth Network. On-site psychiatry is offered to clients of the program exclusively and is contingent upon availability of resources.

REFERRAL PROCESS

Referrals from physicians, hospitals and community agencies are preferred, however, self-referrals are accepted. All referrals are reviewed with service priority given to the most serious and critical needs. There are no fees for our services.

CONTACT US

Campbellford Memorial Hospital

146 Oliver Road

Campbellford, Ontario K0L 1L0

705-632-2015

Toll Free 1-877-632-2015

e-mail: wellness@cmh.ca

www.cmh.ca/campus_partners

OFFICE HOURS

Monday to Friday 8:30 a.m. to 4:30 p.m., closed between 12:00 to 1:00 p.m.

GENERAL INFORMATION

VALUABLES

Campbellford Memorial Hospital is a public building. Although we work hard to maintain a secure environment, we are not responsible for lost, stolen or damaged property. If you bring valuables, they may be temporarily secured in the Hospital until you can take them home.

HOSPITAL CHARGES

You should also provide appropriate documentation from your Insurance company to the Admitting department at the time of admission, or within 24 hours to the Business Office.

Physicians bill separately for their services and may request payment at the time of your visit. If this is the case, you will be given a receipt by the physician and may use it to receive reimbursement from the provincial Health Insurance program.

There are certain services and items that require payment upon completion of the procedure or receipt of the items. Prior to receiving uninsured services or items, your service provider will advise you.

Payment of any additional charges can be made at the Business Office on the Main level (Room M37) from 8:00 a.m. to 3:45 p.m. Monday to Friday, except on statutory holidays. Outside of these hours, payment can be made at Admitting on the Main level. You may make inquiries at 705-653-1140, extension 2113.

Access to quality care will remain equal for all of our patients and will at no time be compromised for those who are unable to provide credit card information. Payment however is required when invoiced.

PARKING

Patient and visitor parking is provided at CMH in the assigned lot on Oliver Road for a nominal fee.

AMBULANCE TRANSPORT

The Ministry of Health and Long Term Care pays most of the cost for an ambulance trip (land or air) for a patient who is injured or very ill. The patient usually pays \$45.00 of the cost*. Ambulance Service does not transport patients to non-emergency appointments. Patients must travel by private transport service for non-urgent appointments and discharges. If choosing a private transport, the patient must pay the full cost of transfer service if attending a non-urgent appointment or being discharged home or to long term care. (*Subject to change by the Ministry)

PATIENT INQUIRIES

The main telephone number for the hospital is 705-653-1140. Information about your health is confidential and your consent is required before we can share information with your family members. Let us know the name and telephone number of the person to whom we can provide information, if desired.

There may be times when you or your family members need help finding information or want to voice a concern or compliment. Please contact the Executive Assistant to the CEO at 705-653-1140 ext 2006.

SCENT FREE ENVIRONMENT

Due to increased allergies among the public, patients, and staff, CMH has adopted a scent free policy. Please refrain from wearing perfumes, aftershaves, scented hair products, lotions, deodorants, etc. We ask that you do not bring heavily scented flowers (i.e. lilies, hyacinths, lilacs, etc.) into the hospital. Our local Florist shops are aware of our policy.

SMOKING

As a healthcare provider, the Campbellford Memorial Hospital is committed to promoting good health practices. No smoking is allowed anywhere on hospital property (including parking lots) by anyone.

Smoking is a proven health and safety hazard both to the smoker and non-smoker. CMH is committed to providing a safe and healthy environment for all.

As part of our smoke free program, CMH offers a smoking cessation program to all inpatients. On admission, you will be assessed regarding your smoking practices and assistance in the form of medication and/or counselling will be offered to you.

LATEX BALLOONS

Since latex balloons can cause allergic reactions in some people, we ask that no latex balloons be brought onto the premises. Mylar (foil) balloons are permitted.

CELLULAR PHONES, WIRELESS NETWORK DEVICES, AND RE-CORDING DEVICES

The use of cell phones, equipment that allows recordings or pictures, and wireless network devices are restricted to non-patient care areas. This is to ensure there is no interference with medical equipment and to ensure the privacy of our patients. The devices must be turned off when entering clinical areas.

PASTORAL CARE

Clergy visit the Hospital regularly and would be pleased to call on you as requested. It is important to provide the Admitting staff with your religious affiliation as this is the only way your Minister/Priest will have access to information that you are a patient in the hospital. If you do not wish clergy to visit you please make the Admitting and nursing staff aware when you are admitted. The following are local Churches/religious organizations and their contact numbers should you wish to speak with someone:

Anglican.....	705-653-3632
Baptist.....	705-653-4000
Church of Jesus Christ of Latter Day Saints	705-778-2633
Free Methodist.....	705-653-4789
Jehovah's Witness	705-653-5644
Pentecostal	705-653-2411
Presbyterian.....	705-653-3396 / 653-2036
Roman Catholic	705-653-1093
United(Seymour Charge)	705-653-6153
(St. John's)	705-653-2283



AUXILIARY GIFT SHOP

Feel free to browse in our gift shop where you will find a variety of treasures, including magazines, candy, toiletries, and other gifts. The Gift Shop is in the Main Lobby of the hospital. The Gift Shop is one of the Auxiliary's fundraisers. All proceeds go toward the purchase of equipment for the hospital.

HOURS OF OPERATION ARE:

Monday to Friday: 10:00 a.m. to 4:00 p.m. and 6:30 p.m. to 8:30 p.m.

Saturday and Sunday: 1:00 p.m. to 4:00 p.m.

PATIENT SATISFACTION SURVEYS

Patients of the hospital may receive a survey in the mail after discharge. These surveys are administered on behalf of the hospital by an independent third party (NRCC), your participation is voluntary and any personal information supplied is kept confidential. We are committed to providing excellent care at Campbellford Memorial Hospital. Your opinion matters to us as we work to continually improve all aspects of care and service. Should you receive a survey, we encourage you to complete it at your earliest convenience.

TELEPHONES

Telephone hook-up is available in all patient rooms except the Special Care Unit. The telephone will be connected on the request of the patient/family for a connection fee. Please inquire at the nursing station. Pay phones are located near the Emergency Department and the Gift Shop in the Main Lobby.

CHARGING STATION

Two charging stations are located within the hospital – one in the Emergency Department and one on First Floor across from Day Surgery.

TV AND RADIO

There are TVs available to each bed on the First Floor. Cable TV can be rented on a daily, weekly, or monthly basis and must be paid for in advance of hook up. Teaching videos on various topics are available upon request.

CASH MACHINE/ CHANGE MACHINE

An instant teller (Automated Banking Machine) and a change machine are available near the Switchboard on the Main Level.

VISITING HOURS

As part of our patient-centered care model, CMH recognizes that family play a vital role in patient care. We have an open visiting policy. Please note that visitors may be requested to leave the room to facilitate patient care. Children under 12 years must be accompanied by an adult (over 18 years).

Family members are welcome at any time to participate in care and provide reassurance and support to their family member.

INFECTION CONTROL

Please encourage your family and friends to visit you only when they are feeling well. When you are in the hospital and not well yourself you will be at greater risk if germs are brought in and spread throughout the hospital. If family and friends have a fever, cough, runny nose, sore throat, diarrhea, new rash or are otherwise ill, please ask them not to visit you until they are well.

VOLUNTEERS

Our team of dedicated volunteers can be seen throughout the hospital assisting with a wide variety of tasks to help make your patient experience a pleasant one. You will always see a friendly face at the Volunteer Information desk to assist you or your loved one to the clinical or department area you require.

Other key areas you will find volunteers assisting in are:

• Friendly Visiting Program • Restorative Care/Therapeutic Wellness Program/Dining with Dignity • Ontario Breast Screening Program • Patient Meal assistant • Out Patient Clinic Assistants • Appointment Reminders • Serving on Committees • Water jug delivery • Palliative Care Patient Visitor • Health Records • Research

Please contact Volunteer Services at Ext. 2212 or cmh.ca for more information about joining our volunteer team!

AUXILIARY

The Auxiliary to Campbellford Memorial Hospital is a group of dedicated men and women who raise funds through community support to enhance patient care at Campbellford Memorial Hospital.

Each year the Auxiliary selects an item(s) from the Hospital's high priority equipment wish list and raises funds for its purchase. The Auxiliary usually organizes four or five main events throughout the year plus some smaller fundraisers along the way.

Both men and women are needed to run the Auxiliary events, be it the Fashion Show or the Christmas Café and Bazaar. Everyone is needed for the Annual Tag Days and they always need people for the Polar Plunge into the Trent River in January, even if it is just to cheer people on. The Gift Shop in the Hospital is run entirely by volunteers, and extra people willing to do a shift or two a month are always appreciated.

The Auxiliary welcomes new members willing to work and lead with open arms. It is a great way to give back to the community and to support your local Hospital. You will meet new people and have lots of fun while working together. There is always a job for everyone and you can choose how you can be a part of a great group of people.

Membership information can be obtained at the Gift Shop in the Hospital, or by contacting our Membership Convenor through the Gift Shop. Our meetings are the second Friday of the month, at 1:30 p.m., in the Auxiliary Room (Conference Room 2 - M43) on the main level of the hospital. We do not meet in July and August, and depending on the date of the Christmas Café and Bazaar, we may miss November in order to set up for the Bazaar. Guests are welcome to attend a meeting.

NOTES:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

GENERAL INFORMATION



YOUR SUPPORT IS URGENTLY NEEDED

Like most hospitals in Ontario, CMH continues to see increased demand for care, along with more acute and complex conditions associated with an aging population. The need for new and replacement equipment is greater than ever.

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For more information, contact the Executive Director of the Campbellford Memorial Hospital Foundation, John Russell at 705-632-2014 or by e-mail at jrussell@cmh.ca.

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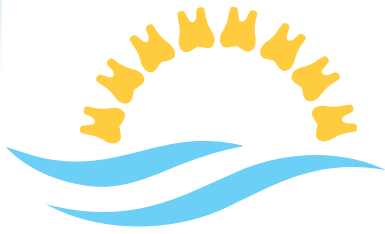
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