



Welcome to the Cardiology Medicine Unit

Medical Program

Welcome to the **Cardiology Medicine Unit**. We care for patients with heart issues, such as heart attacks, heart failure, and other illnesses.

We believe that you and your family or family of choice (substitute decision maker), are essential to your health and well-being. We will work together to provide you with the best care possible. Remember, the most important member of the team is you!

Please read this handout for information about what you can expect while on the unit.

What can my family and I expect upon arrival to the unit?

Once your care team has assessed and examined you, they will explain your care needs and treatment plan, and work with you to create goals to achieve during your stay.

From day 1, the team will also work with you to start planning your safe discharge home.

You will receive a **SMART discharge package** containing the following handouts with information to keep you safe during your stay. You will also receive information on how to prepare for leaving the Hospital. If you would like an electronic copy, scan the QR code* beside each title.



Preparing for your Discharge at Humber River Health

Preparing for your Discharge at Humber River Health: Learn who the care team members are and how they will help you get ready to leave the Hospital.



Do you have a Patient Care Question or Concern?

Do you have patient care question or concern?: Read our Patient and Family Declaration of Values and the steps on addressing your questions or concerns.



Patient Valuables and Belongings

Patient Valuables and Belongings: Learn what you can do to keep your valuables and belonging safe while in the Hospital.



For Safety's Sake...

For Safety's Sake...: Learn what you can do to keep yourself safe while in the Hospital, including wearing your armband at all times (pamphlet available in other languages).



* To scan a QR code, open the camera app on your smartphone or tablet. Centre the QR code on the screen. Tap the notification that pops up to open the link. You must be connected to the internet.



Preventing Pressure Injuries:

Learn what you can do to prevent skin breakdown while in the Hospital.



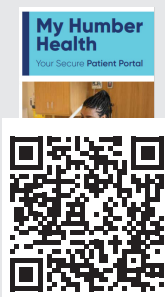
Falls Prevention Starts With You: Help us prevent you from falling while in Hospital (Inpatient units):

Learn what you can do to avoid falls while you are in the Hospital.



Contributing to a Safer Hospital Workplace: It's everyone's responsibility:

Learn what is expected to create a safe and supportive environment for patients, families, and staff.



My Humber Health:

Learn how to sign up for this secure online portal that will give you access to your health record and view lab results, diagnostic imaging scans, upcoming appointments, etc.



SMART Discharge Summary:

Use this handout to capture key information about your care needs when you leave the Hospital.

How can my family and I take part in my care while in the Hospital?

We encourage you and your family to take part in your care as much as possible.

Learn about your heart problem or other health issues:

There are many videos, pamphlets, and presentations available for you on the Integrated Bedside Terminal (IBT) to learn about your health issue (see figure 1). If you would like to read any of the information pages in paper form, please let your nurse know and they can print it for you.

If you have any questions, speak with your nurse. Your nurse will be happy to help you!

Figure 1. The IBT is an all-in-one device that allows you to control the temperature, lights, or window tint, or order your meals. You can also listen to the radio or read e-books and patient education. The IBT also provides access to telephone and TV.



Use the Whiteboard:

The whiteboard on the wall in your room serves as a communication tool for both you and your care team members. It will have the names of the healthcare team and any updates on tests, care plans, or plans for discharge (Figure 2).

Feel free to use this board to communicate your name and preferred pronouns, as well as your questions and/or messages about needs or preferences you want to share with the team. Your questions and concerns will also be addressed during our daily team meetings and daily doctor rounds on the unit.

How can my family help keep me safe when visiting?

HRH has policies and procedures everyone must follow to prevent the spread of germs and infection.

FAMILIES, when visiting:

- ❗ **Perform hand hygiene.** There are hand sanitizer dispensers throughout the hallways on the unit and inside each patient's room. **Always clean your hands with hand sanitizer before you enter AND before you exit your loved one's room.**
- ❗ If your loved one is under **Additional Precautions**, in addition to performing hand hygiene, you will also have to put on additional personal protective equipment (PPE), a mask, a gown, and/or gloves. A monitor outside your loved one's room will show these safety precautions (figure 3). The PPE are also found outside your loved one's room, on the wall in the hallway. If you need help with this, please ask a staff member.

Figure 3. Patient Room Monitor outside a patient's room. Please pay attention to these instructions before entering the patient's room. It will have information on what you need to wear and do to protect yourself and your loved one.

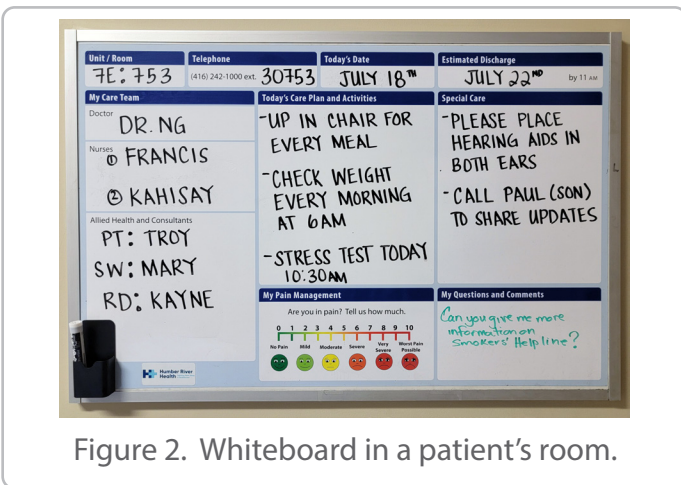


Figure 2. Whiteboard in a patient's room.

How often will my care team give updates on my treatment and discharge plans?

The nurses, or nurse in charge of the unit, will give daily updates about your progress. If there are other updates and/or significant changes in your medical condition, the most responsible physician (MRP) will discuss these with you.

Please feel free to ask the care team any questions you or your loved ones have about your health. Also let the team know if you have any documented advanced care directives or a Power of Attorney for Personal Care.

If you would like your care team to update others on your condition, we recommend that you choose one person to represent your family and friends.

For patients not capable of making their own medical decisions, the care team will share updates on their condition with their substitute decision-maker (SDM).



For more information, scan the QR code on the left to read the handout, **Substitute Decision-Makers: Making decisions for other people.**

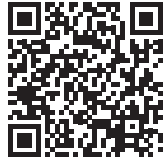
What other HRH services are available?

Food Court/Coffee Kiosks: There are food and retail stores available on Levels 0 and 1.

Wi-Fi: There is free Wi-Fi available on Levels 0 and 1. Choose HRH_Guest from the wi-fi network list.

Patient & Family Resource Centre

(Level 0): Staff at the Centre can help you find information on your health, medicines, community resources, and more. Scan the QR code on the right for more information.



Interpretation Service: Spoken languages and American Sign Language (ASL) interpreters are available for free, 7 days a week, 24 hours a day through our telephone or virtual interpreter services. To request an interpreter, ask your healthcare team.

Parking Passes: You can buy a parking pass from any of the pay stations in the East or West parking garages. There is also a parking office located in the East Parking garage. There are special rates for weekly or monthly passes available. Please ask your nurse.

For questions or concerns, please contact:



Humber River Health	(416) 242-1000	
7 West nursing station	ext. 40700	Rooms 701 to 729
7 East nursing station	ext. 40750	Rooms 730 to 758
Patient Care Manager	ext. 40723	
Patient Relations	ext. 82256	

To get to the Cardiology Medicine Unit, take the Central Elevators to the 7th floor.

Level 7

