

# University Hospital of Northern British Columbia Patient Guide



**northern health**  
*the northern way of caring*

# **Welcome to the University Hospital of Northern British Columbia**

Our goal is to help you and your loved ones staying at UHNBC feel comfortable and safe while your health care needs are being addressed. This handbook will answer frequently asked questions that you and your families may have while staying at UHNBC. Please feel free to ask any of our UHNBC staff members for additional help and information, or visit [northernhealth.ca](http://northernhealth.ca).

The University Hospital of Northern British Columbia provides high quality health services, using evidence and innovation to meet the needs of our northern and rural populations. We are known for the creativity of our staff and physicians and for our innovative use of technology to care for people as close to home as possible. UHNBC is a teaching facility that trains, educates and provides quality health care services to northern British Columbia.

The vision of Northern Health is to lead the way in promoting health and providing health services for northern and rural populations. Our mission is: “Through the efforts of our dedicated staff and physicians, in partnership with communities and organizations, we provide exceptional health services for northerners.” Thank you for being a part of this!

University Hospital of Northern British Columbia  
1475 Edmonton Street  
Prince George, BC V2M 1S2  
Tel: 250-565-2000

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## Staying at UHNBC

Life is a combination of uncertainties and unexpected events. Your hospitalization may be planned or unexpected, and it is important for us to make your hospital stay and return home as seamless as possible. Your health care team will support you in reaching your optimal health. UHNBC is committed to maintaining your current support systems and has a growing support network to provide emotional and practical support. Please let us know if there are additional ways we can support you in your stay with us.

If you are visiting UHNBC from a community outside of Prince George and require some additional information on the area, please ask for a copy of our UHNBC Visitor's Guide for a list of activities, restaurants and hotels within walking distance of UHNBC.

### Your Health Care Team

There are numerous health professionals that make up your health care team. They can include physicians, nurses, allied health professionals (spiritual health, dietitians, speech language pathology, occupational therapy, physiotherapy, pharmacy, social workers, recreational therapy, diagnostic services and many more). This interdisciplinary team works together with you to provide you with day to day care and to support planning for your future health care needs. Your input is an important part of your care and future planning. Please do not hesitate to share with your health care team any information you think may be relevant to your health care needs.

### Admitting Department/Patient Registration

Admitting and/or patient registration is located on the ground level through the main entrance doors of UHNBC. They are open from 6:15 a.m. to 11:00 p.m. daily. If you are at UHNBC for a planned surgery, diagnostic services and/or outpatient services please check in at patient registration when you arrive at hospital.

You are asked to bring your personal care card and encouraged to bring picture ID. You will be asked to fill out a questionnaire on your demographics (address, family doctor, next of kin) prior to registration.

## Personal Belongings

You are welcome to bring in your fragrance free personal hygiene products (e.g. toothbrush, toothpaste, shampoo, hair brush, and razor), your pyjamas, bathrobe and slippers. However, your medical condition may prevent you from being able to use these items; please check with a member of your health care team.

UHNBC is not responsible for any lost or stolen items; we strongly encourage patients to keep all credit cards, large sums of cash, electronics and jewelry at home.

If your stay with us was unexpected UHNBC can store small valuables (e.g. cell phone, jewelry, and wallet) for a short period of time. You will require picture ID to pick up your items upon discharge at the admitting desk. If you require this service, please contact the admission department or speak to one of your health care providers.

## Lost and Found

If you misplace an item while at UHNBC, please check with the security office to see if it has been handed in. The security office is located near the emergency exit doors; they are available 24 hours a day, 7 days a week.



## Meals

Healthy nutritious meals are a vital part of your recovery. If you have any food allergies or intolerances please let your nurse know. Patients will receive three meals a day (breakfast, lunch and dinner). If patients have a specific illness/disease hospital dietitians may assess for the most appropriate meals.

Family and friends are welcome to bring in your favourite foods, however please check with a member of your health care team to ensure these foods are appropriate to your needs.

## Visiting Hours

In recognition of the important role families play in a patient's recovery, UHNBC is committed to patient and family Centred Care. Based on the patient's need for rest and privacy, or to respect the privacy and rights of other patients, the number of visitors and the length of visits will be determined to support patient needs. If a visitor is feeling unwell (e.g. cold or flu) or has been caring for someone who is unwell, please have them wait to visit until they are feeling better.

## Front Doors

The main entrance doors at UHNBC open daily at 6:00 a.m. and are locked at 8:30 p.m. After this time, the entrance to UHNBC is only permitted through the emergency department.



## Hand Cleaning

Protect yourself and others from spreading germs and infection by washing your hands. The importance of hand hygiene cannot be understated as it is the very foundation of staff and patient safety and quality care at UHNBC. It is imperative to wash your hands

after using the washroom and before eating. You will find alcohol based liquid/foam hand sanitizer available on each unit and when entering or exiting the hospital.

You should see your health care team members washing their hands before and after touching any patient and/or touching any object that comes in contact with the patient. Do not hesitate to remind your care provider to wash their hands if you are worried they may have missed this important step.

If you notice a pink paper at the entrance to a patient's room, please make sure to read it and follow the directions on it for visitor and patient safety. If you need further clarification, please do not hesitate to ask any one of the health care team members.

## Consent Forms

Your signed consent is required before having tests or procedures. It is important for you to understand what you are consenting to and signing for. If you are uncertain, please make sure to ask for additional information or clarification.

Your medical condition could make you incapable of being able to give consent for your health care needs. If you have not pre-documented your wishes through a representation agreement or advance directive, committee of person or guardian, your temporary substitute decision maker will be determined through the guidelines of the Health Care Consent and Care Facility Admission Act. If no one is eligible to act as your temporary substitute decision maker as outlined in these guidelines, a referral will be made to the public guardian and trustee on your behalf. In case of an emergency where time is critical for your care, if you do not have a temporary substitute decision maker, your health care provider will make these decisions on your behalf.

## Advance Health Care Planning

No one knows what tomorrow will bring. Many people write a will and plan their funerals in advance so that family members know their wishes, but few people think they could have a serious illness one day that may leave them unable to make health care decisions.

If you are seriously ill and in need of health care, but are incapable of making your own decisions, do your close family members, or friends know your wishes for health care? Do they know what medical procedure you would agree to, or refuse? By planning in advance, family and loved ones are better able to ensure your wishes are understood and met in the event of a medical crisis. For more information on advance directives and representation agreements please refer to the Northern Health website at: <http://northernhealth.ca/YourHealth/AdvanceCarePlanning.aspx>.

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## **Staff ID**

There are several different members of your health care team that will meet with you during your stay at UHNBC. All employees of UHNBC will be wearing a picture ID card stating their name and position. If you are unsure who is providing your care, please ask to see their photo identification.

## **Fire Drills**

You may hear a fire alarm during your stay at UHNBC. When a “code red” is announced, please stay in your room; staff are trained to provide instructions to patients in the event of a fire drill or emergency.

## **Smoking**

UHNBC and its grounds are smoke-free. Tobacco use is prohibited in or on all Northern Health owned or operated facilities. This policy protects patients, clients, staff, volunteers, and the general public from the harmful effects of smoking and exposure to environmental/secondhand tobacco smoke while in or on NH owned or operated premises and grounds.

## **Quit Now**

The QuitNow project is a tobacco cessation program at UHNBC. Please ask a member of your care team about the possibility of receiving nicotine patches, nicotine inhalers and/or nicotine gum to assist you with your nicotine addiction while in hospital. Once you have been discharged from UHNBC, you can get more information on the provincial QuitNow program by contacting 1-877-455-2233 or by visiting their website [quitnow.net](http://quitnow.net).

## **Fragrance Free Environment**

UHNBC is fragrance free; please do not wear perfume, cologne, aftershave or scented personal care products while you are a patient or visitor at UHNBC. This can cause a severe allergic reaction for some staff members and patients.

## **Parking**

For any concerns directly related to your parking or the use of the meters, please contact Impark directly at 1-800-315-7275

Parking can be purchased at a rate of \$0.50 per hour, 3 days for \$18.00 or a week for \$30.00. To purchase larger periods of time, continue pressing “D” on the meter until you see the option you want. You can pay at the meter with credit card or with coin. If you have any problems with the meter, please contact Impark immediately.

Free two-hour parking is located on the road along Alward Street.

To dispute a ticket you received, please contact Impark at 1-800-315-7275 with the number located on the ticket.

**Paying a ticket:** As stated at the bottom of your ticket, you can pay Impark directly through the internet or by cheque through the mail. You can also drop off payments in the yellow drop box near the main doors at the front entrance of the hospital.

If parking costs are causing you a financial burden, you can request a financial assessment to determine if you are eligible to receive a time limited parking pass. Please ask a member of your health care team to see a UHNBC social worker.

## **UHNBC Support Services**

### **Aboriginal Patient Liaison Worker**

The aboriginal patient liaison worker provides a bridge between aboriginal communities, their culture, and UHNBC health care providers to improve access to services and the quality of health care for Aboriginal People and their Elders. If you are First Nations and require support with medical travel, accommodations, transportation, advocacy and/or cultural support, please ask to see the APLW or contact them at 250-565-2364 from Monday thru Friday, 8:00 a.m. - 4:00 p.m.

### **Spiritual Health**

The spiritual health department is comprised of spiritual health practitioners (Chaplains), community clergy, faith group leaders, and volunteers who support the spiritual life of patients, visitors and staff members in Northern Health facilities. They are interdenominational and multi-faith; they offer spiritual health sessions, bereavement support, sacraments, companionship visits, mass and worship services, meditation, spiritual healing, memorials, end-of-life-care, on-call response to spiritual crisis, and hospital-community-building activities. Ask a staff member to call them, or call 250-565-2525.

### **Social Workers**

The Social Work Department at UHNBC can help you with challenges that may have arisen from your hospitalization. They offer counselling to help you to cope with illness, lifestyle changes, loss and grief. They also assist with planning for you to return safely to your home. Social Workers can assist you with advocacy, problem solving, crisis intervention, financial planning and referrals to services in your community. If you feel you need this support, please ask a member of your health care team to contact a Social Worker for you.



## **Ethics Committee**

Are you facing a difficult health care decision? When difficult decisions arise, a consult team from the ethics committee is available to help patients, families and caregivers examine the ethical implications of their choices. This team provides support, outlines options and helps you and the health care team make a decision. Any patient, family member or health care provider may seek help from the ethics committee. No referral is necessary and all consultations are confidential. For more information or to request an application form, call 250-565-2339.

## **Medical Translation and Interpretation**

UHNBC recognizes that clear communication between patients and their health care team is critical. Our multicultural staff members speak a variety of languages and are available to assist you or your family member with interpretation services. Qualified, professional sign language interpreters are also available.

If you require medical interpretation or translation in order to provide your health care team with information, please let one of your health care team members know.

## **Wireless Internet Wifi**

We are happy to offer you free Wifi access at UHNBC to stay connected. No registration is required and there is no fee for the service. It can be accessed using virtually any wireless enabled device (e.g. smart phone, tablet, laptop) by following these simple steps.

To Connect:

1. Enable wireless on your device
2. Attach to NHAPublic when prompted
3. Wifi Password: nhauser
4. Open your Internet browser
5. Agree to the terms of use

While our aim is to ensure this service is effective and available,

we do not offer any service level guarantees or technical support to users of this service.

## **Cafeteria Hours**

The cafeteria is located on the ground level in UHNBC, and is open 6:30 a.m. - 6:30 p.m. every day. A hot lunch and salad bar is provided from 11:30 a.m. - 1:30 p.m. and dinner is available from 4:00 p.m. - 6:30 p.m. daily. Other items such as sandwiches, fruit, and snacks are also available during regular hours based on availability. The cafeteria accepts, cash, debit, Visa and Master Card.

## **Tim Horton's Hours**

Tim Horton's is located in the UHNBC cafeteria on the ground level. Tim Horton's is open Monday - Friday 6:30 a.m. - 6:30 p.m., and Saturday - Sunday 6:30 am - 2:00 pm. It is closed on all statutory holidays. Tim Horton's accepts, cash, debit, Tim cards, Visa and Master Card.

## **Hospitality Services (TV/Phone)**

Patients can order television and/or telephone service in their rooms for a daily rate. To order these services, complete a hospitality network form available on your unit or at the information desk. For any further questions and comments please contact 250-565-2499.

Rates for these services are:

- Basic TV - \$8.75/day
- Premium TV - \$10.75/day
- Phone - \$3.75/day



## **Pay Phones**

Pay phones are available for use on the ground level near the main entrance of UHNBC in the hallway beside the gift shop.

## **Gift Shop**

The gift shop is operated by the Hospital Auxiliary and located at the front entrance of UHNBC. It is open Monday – Friday from 10:00 a.m. – 7:00 p.m. and 12:00 p.m. – 4:00 p.m. on weekends and holidays.

## **Banking**

A bank machine is available for cash withdrawals at the main entrance inside UHNBC. At this time, there is nowhere at UHNBC where cheques can be cashed.

## **Complaints and Compliments**

We value your feedback on how we can improve the services we provide to the patients that stay with us. If you have a complaint, first speak with the health care provider who provided the service, or to the manager of the area. Complaints are best addressed and resolved at the time and place they occur.

Complaints can be given in the form of a written or typed letter to any member of your health care team while you are in hospital. If your stay has already ended and you would like to forward us some feedback on the care you received, you can either write or call UHNBC and ask to speak to the manager of the area where the issue arose.

If you are uncertain where to direct your comments, compliments or complaints, you can send an email to [hello@northernhealth.ca](mailto:hello@northernhealth.ca) and your message will be re-directed to the appropriate responding office, or phone the Patient Quality Office at 1-877-677-7715.

# Discharge

## Discharge Planning

It is important to start planning for your return home as soon as you are aware you will be staying at UHNBC. Your health care team will begin this planning with you on day one of your stay with us to ensure your transition home goes smoothly. Discharge planning at UHNBC can include interdisciplinary meetings with your health care team to develop a plan for your safe return to community. Patients are typically released from hospital in the morning on the date that they are discharged but they may be released at anytime so please be prepared. At UHNBC, we want to ensure you have a smooth transition from hospital to home so if you have any concerns about returning home, please share them as soon as possible with one of your care providers for planning and problem solving support.



Some things for you to consider:

- **Transportation:** Are you able to drive home? Are there family/friends that can pick you up?
- **Keys:** Do you have your house/car keys with you? If not, does family, friends, neighbour?
- **Clothing and toiletries:** Do you have adequate clothing to return home in? Can a friend or family member bring you your jacket, shoes and other required clothing?
- **Help at home:** Will you need any further assistance in your home post discharge? Are there friends and family that can provide you with additional support immediately following your hospitalization? Do you have the financial means to hire additional short-term support?
- **Prescriptions:** Do you have all the necessary medications at home? Do you need to pick up prescriptions on the way home?
- **Follow-up appointments:** Have you been asked to see anyone in the community following your admission? If so, please ensure you have transportation there and back.

If you need additional support planning for any one of these needs, ask to speak with a Social Worker.

## Transfers Between Hospitals

You may have been transferred to UHNBC from your home community or you may be transferred from UHNBC to another hospital to meet your health care needs. The hospital you are transferred to is determined by bed availability and patients are triaged on a provincial level.

BC residents with valid MSP will not be billed by BC Ambulance for hospital transfers. Out of province residents should call 1-800-665-7199 for applicable transportation fees.

Patients will be discharged directly from the hospital they are transferred to. It is the responsibility of patients to make all return transportation and accommodation arrangements for their trip back to their home community at their own expense. Please keep all receipts for possible reimbursement by your extended health plans or for tax deduction purposes.

A member of your care team will speak to you about a possible hospital transfer. If you would like a travel or accommodation guides for the community you are being transferred to, please ask to speak to a social worker.

## Transportation

### Public Transit

There are several bus stops within a short distance of UHNBC. Please call for more information on routes and times.

Phone: 250-563-0011

Cost:

Adults \$2.50

Students \$2.00

Seniors \$2.00

Under 4 ride for free

\*Please keep in mind monthly passes can be purchased.

## HandyDART

HandyDART is available for those people unable to provide their own transportation and that will require ongoing transportation to and from appointments.

You must be registered with the HandyDART office before you can use the service. To register for HandyDART, please call 250-562-1394 on Monday to Friday, between 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. Their staff will require your name, mailing address and telephone number to send you an application.

Cost for one way trip:

\$2.50 passenger

\$2.50 companion

Phone: 250-562-1394

Fax: 250-562-1393

2832 Queensway Street, Prince George.

## Taxi Companies

For immediate transportation needs, please contact one of the local taxi companies. Direct lines are located on the ground level beside the gift shop and near the emergency exit doors at UHNBC.

Emerald Taxi - 250-563-3333

Prince George Taxi - 250-564-4444

(wheelchair accessible by request)

*We hope this brochure addresses questions you may have and prepares you for regained health. Please do not hesitate to ask a member of your health care team if you require further information.*



## Your Health Care Team

<b>Members</b>	<b>Name/contact information</b>
Doctor(s)	
Specialist(s)	
Nurse	
Social Worker	
Occupational Therapy	
Recreational Therapy	
Physiotherapy	
Dietitian	
Speech and Language	
Long Term Care Case Manager	
Other	



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[northernhealth.ca](http://northernhealth.ca)



[#healthynorth](https://twitter.com/healthynorth)

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