

Medical Care at St. Mary's

Patients on 500 receive medical care from one of two groups of physicians; hospitalists or specialist physicians.

Hospitalists are physicians that specialize in the care of hospitalized patients.



Depending on your length of stay, the hospitalist or specialist assigned to your care could change. You will be informed if a change occurs.

When you are discharged, a *discharge summary* describing the medical care you had while at St. Mary's will be sent to your family physician.

At discharge, your care will be transferred back to your family physician.

Discharge Occurs at 10:00 a.m.

Discharge by 10:00 am is important, as it allows for patients waiting in the Emergency Department to be admitted in a timely manner.

St. Mary's will provide a reminder call to a family member/friend of your choice 48 hours and 24 hours in advance of your discharge, to ensure that transportation has been arranged.

If you have questions about your health AFTER you have been discharged from hospital:

1. Speak to your family doctor
2. Call "Telehealth Ontario" at 1-866-797-0000 to speak to a Registered Nurse
3. Call "Community Care Access Centre" at (local): 519-748-2222 or toll-free: 1-888-883-3313 www.ww.ccac-ont.ca
4. Also call the CCAC to discuss home care services.



911 Queen's Blvd., Kitchener
519-744-3311
www.smgh.ca
info@smgh.ca

Discharge



Planning:

Important Information
about the patient
discharge process at
St. Mary's General
Hospital

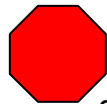
Discharge Planning

Planning for your discharge from the hospital begins the day of your admission! As the reason for your hospital visit seems to be improving, the team will discuss plans for your discharge.



Here at St. Mary's, we are using colour-coded symbols to indicate estimated discharge dates. At your bedside, there is a whiteboard with important information, including the names of your nurse, doctor, goals/messages and a colour-coded symbol to indicate when your care team anticipates that you will be ready for discharge. The colour-coded symbol on your whiteboard will change over time, as your readiness for discharge improves or changes.

Colour Coded Discharge System



Your discharge date is more than 3 days away. You still require diagnostic information and/or treatment. At this stage, share any concerns about your ability to manage at home with your care team.

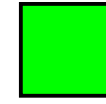


Your discharge date is 1-3 days away. At this time, a family member or friend of your choice will be informed that your discharge is 1-3 days away. At this stage:

- Have transportation arranged 48 hours before discharge for **10:00 a.m. on the day of discharge**. If you are unable to arrange transportation, ask staff about available services;
- Ensure that you understand which medications you need to take at home and;
- Ensure that you have appropriate clothing for discharge.

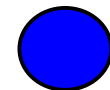
It is important that all of these details are taken care of 1-3 days **before** your discharge so that we can ensure your discharge goes smoothly!

Colour Coded Discharge System



Your discharge is 24 hours (or less) away. At this time, a family member/friend of your choice will be informed that you will be discharged in 24 hours or less. At this stage:

- Ensure transportation is arranged for 10:00 a.m. the following day. If you can not find transportation, speak to staff about available services;
- Please pack your personal belongings;
- If you have any belongings stored in the safe at Switchboard, they will be released to you when you show the receipt issued to you when you first dropped off your belongings;
- On the day of discharge, you will receive a summary sheet of instructions, which includes a list of your current medications, new prescriptions and any appointments and/or home care services that have been arranged for you. Your nurse will review this information with you before you are discharged;
- STOP at the nursing station before leaving the unit to have your arm band removed.



You are stable and awaiting transfer to another facility.