



Queensway  
Carleton  
Hospital



# PATIENT INFORMATION GUIDEBOOK

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# Who We Are

Queensway Carleton Hospital is a recognized regional leader delivering new approaches to patient care. Responsive and agile, we collaborate with our partners to respond to the region's most pressing healthcare challenges through advanced programs and services that put the person at the centre of patient care.

## Our Values

- Collaboration
- Accountability
- Innovation
- Respect

## Our Cornerstone Programs

- Emergency Services
- Medical Services
- Surgical Services
- Critical Care Services
- Geriatric Services
- Acute Rehabilitation Services
- Childbirth Services
- Mental Health Services

# Declaration of Patient Values

I have the right to:

- Receive all facts about my diagnosis and prognosis in a language I understand – so I can make informed decisions about all aspects of my care
- Ask questions freely
- Make decisions in collaboration with my family/ care partner and health care providers
- Be listened to, have my views heard and actively participate in my care
- Refuse treatment and/or get a second opinion (except as directed by Public Health)
- Be treated with dignity, respect and receive equitable, compassionate treatment
- Be treated in a safe environment
- Have my privacy and confidentiality protected and know my information will not be shared without my permission or discussed in public places

I am responsible for:

- Providing my health care team with accurate information about past and present illnesses, my current health and medications, as well as any changes in my condition
- Being respectful and courteous and refraining from verbally or physically abusing others
- Respecting the rights, property, privacy and diversity of all
- Complying with the rules and practices of the hospital
- Paying all costs not covered by insurance
- My personal belongings
- Protecting my personal health information when using the patient portal or in virtual meetings

# Protecting Privacy - Your Personal Health Information

We understand that your health information is personal and must be protected.

For these reasons we will:

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal health information.
- Collect only necessary information and use that information solely for the care and treatment you are seeking.
- Disclose only information necessary for the delivery of your care and the management of the health care system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan, or regional/provincial electronic patient records system. This could also mean disclosing information to comply with legal and regulatory requirements (i.e. the Mental Health Act), research requests, patient satisfaction surveys, QCH fundraising and teaching or statistical requirements.
- Recognize your right of access to your health information when you request it and provide copies for a fee.

Please visit the hospital's webpage on Privacy and Confidentiality for more detailed information at [www.qch.on.ca/PrivacyConfidentiality](http://www.qch.on.ca/PrivacyConfidentiality)

Chief Privacy Officer

[privacy@qch.on.ca](mailto:privacy@qch.on.ca)

# Hospital Information Quick Guide

## Allergy Alert – Scent Free Environment

All patients and visitors are asked to refrain from wearing perfumes, colognes and personal care products that are highly scented. Flower arrangements must also have a low scent. **Please note:** Flowers are not permitted in the Intensive Care Unit (beside A3).

## ATM Machine

There are two ATM machines - one located at the Main Entrance and a second located next to Tim Hortons.

## Cafeteria

Located on Level 1, the cafeteria provides breakfast and lunch service, Monday to Friday, from 7:00 a.m. to 1:30 p.m. Outside of cafeteria hours, vending machines are available in the cafeteria and in the Emergency Department (Level 2). Tim Hortons is also open Tuesday-Sunday 8:00 am – 10:00 pm and Mondays 7:30 am – 10:00 pm.

## Finance Cashier

If you plan to make hospital payments in person using debit, cash, cheque or credit card, please visit the cashier desk between 9:00 a.m. and 3:30 p.m., Monday to Friday (except statutory holidays). The Cashier is located just past the Information Desk and to the left.

## Fire Alarms and Exits

Fire exits are clearly marked on each floor. Upon hearing a fire alarm, please return to your room with any family or visitors. Staff on your unit will inform you if any action is necessary. Please stay there until “ALL CLEAR” is announced.

## **Information Desk and Call Centre**

Located at the Main Entrance, volunteers at the Information Desk are available to offer directions and room numbers to patients and visitors, Monday to Friday, 8:00 a.m. to 4:00 p.m. During off-hours, Call Centre Agents (located past the Information Desk and to the left, adjacent to the QCH Foundation) are available to assist.

## **Lost and Found Items**

Lost one of your belongings? Inform a member of your care team or contact ext. 1701. Please note that lost items that have been unclaimed after one year will be disposed of.

## **Washrooms**

Fully accessible public washrooms are located throughout the hospital and clearly identified by signage. Please note: Washrooms located in patient rooms are not for public use.

## **Important Phone Numbers**

- Queensway Carleton Hospital: 613-721-2000
- Queensway Carleton Hospital Foundation: 613-721-4731





**Smoking is prohibited on hospital property.  
Please be advised that bylaw enforcement  
is in place.**

If you choose to smoke, please follow the  
front path to the top of Baseline Road,  
off hospital property.



## **Personal Belongings**

Please bring only minimum personal belongings with you to hospital. Please label all personal belongings with the patient's name prior to admission. Please leave all valuables at home. There may be other items to bring if you have surgery pre-booked. Please refer to those documents.

We recommend you only bring wipes if they are considered necessary items for you. Please note they are not flushable and belong in a garbage bin, if you choose to bring them.

Please note: Hospital gowns are recommended if patients have drains or tubes.

## **Personal Medications**

During your hospital stay, only medications prescribed by your hospital physician may be taken.

## What should I bring to the hospital?

If you are being admitted:

- Your health card.
- A current list of all medications in a printout from your pharmacy. If you bring the containers with you, please ensure someone can take them home.
- A list of allergies, including the type of reaction.
- Eyeglasses, hearing aids, etc. – in a case is preferred.
- A small supply of incontinence products you would normally use at home.
- Electronic devices with charging cords as needed.
- Walking shoes that tie on and wrap around your heel.
- If needed, please bring your walker or cane or electric wheelchair.
- Information/record regarding pacemaker, implants, etc.
- If you have sleep apnea and are using a CPAP/BiPAP machine at home, please bring in the machine, tubing, and mask.
- Bring in your personal bag with one set of comfortable clothing like jogging pants or shorts and a shirt that you can put on during the day and undergarments/socks.
- Your own reusable water bottle.
- Toothbrush, toothpaste, soap, deodorant, shaving cream, electric razor, brush or comb and Kleenex™, and any other products you use regularly.
- Do not bring any valuables to the hospital.

# Clinical Information

## Clean Hands Prevent Infections

It is important that you, your health care providers, and your visitors have clean hands. There are two ways to clean hands:

- Wash thoroughly with soap and water.
- Alcohol-based hand sanitizer provided in dispensers throughout the hospital. These cleaning solutions do not require water and are effective at killing most germs when rubbed onto all areas of the hands for 15 seconds.

Your care providers must clean their hands. As a patient, you have the right to ask your health care providers to wash their hands. That includes anyone who comes into your room to provide care.

**CLEAN  
HANDS  
SAVE  
LIVES**



Wash and sanitize your hands when entering the hospital and patient rooms.

Use hand hygiene stations regularly while in hospital.

Postpone your visit if you have experienced cold or flu-like symptoms at any time in the past 72-hours.

**There is zero  
tolerance for  
discrimination  
or aggressive  
behaviour**

**Thank you for  
being respectful**



**We are committed to the safety of our staff, patients and visitors**

## **Patient and Staff Safety**

Safety is everyone's responsibility, and we take it very seriously. We do not permit violent behavior of any kind.

By law, we must inform staff when there is a risk of violence. By keeping everyone safe and informed we help ensure that we can meet the needs of all of our patients and families. Please be respectful to those providing you care and to those who are receiving it like you.

## **Goals Of Care Designation**

The Goals of Care Designation is a medical order used to describe and communicate the general focus of your care, including your preferred location of that care. You may never need your advance care plan – but if you do, you'll be glad that it's there and that you have had these conversations with your substitute decision-maker, your healthcare team and your family, to make sure that your voice is heard when you cannot speak for yourself.

## The Three Goals of Care

- **Resuscitative Care (R):** The focus is to extend or preserve life using any medical or surgical means. This includes, if needed, resuscitation.
- **Medical Care (M):** Medical tests and interventions are used to cure or manage an illness as best as possible but resuscitative or life support measures are not used. This is appropriate when resuscitative or life support measures will not work, or when a person chooses not to have these treatments.
- **Comfort Care (C):** The focus of care is to provide comfort to ease a person's symptoms without trying to control the underlying illness. This is for people who have a life-limiting illness, when treatments can't influence the course of that illness.

Talk to your healthcare team and your loved ones about which Goal of Care Designation best reflects your circumstances, wishes, and values. For more information, visit [www.advancecareplanning.ca](http://www.advancecareplanning.ca).

## Pressure Injuries

Pressure injuries, commonly known as a bed sore or pressure ulcer, is skin damage that can occur from lying down for too long or if something is pressing, sliding, or dragging against skin, making it vulnerable to injury.

It's important to take preventative and protective measures to reduce risk:

- Look at your skin: if it's red after lying on it, avoid rubbing or putting pressure on the area until the redness is gone.
- Move your body when you start feeling uncomfortable; lift, don't drag.
- Nutrition: eat enough nutritious food or drinking enough fluids to keep your skin healthy; if you aren't, please tell your care provider.
- Keep your skin hydrated by drinking water or applying moisturizing lotions.

## **Avoiding Falls**

Falls are the leading cause of injury among older adults. Below are several safety tips to reduce or eliminate the possibility of a fall or related injury:

- Make sure the call bell is in reach; use it if you feel weak or need help.
- Use your walking aid or ask the team for support if you need it.
- Always wear non-skid socks or shoes.
- Never lean on items with wheels (over-the-bed tables, or wheelchairs or walkers without breaks on).
- Let staff know when spills happen.
- Remove clutter that may cause trips.

## **Patient Identification**

Our staff, physicians and volunteers will be asking you to identify yourself by stating your name and either your date of birth or address (or check your arm band) at the following points of care, prior to:

- Beginning any assessment, procedure, or treatment
- Administration/dispensing of medication
- Any therapy or diagnostic procedures at the point of transfer of care (to another area within QCH or to another health care provider/organization or home)
- Sharing of personal health information with other health care professionals

Your safety is important to us. Checking your identity every time is simply safe practice!

## **Consent For Treatment**

You will be asked to sign a consent form for certain tests, procedures and treatments. Information on benefits, risks and options must be provided by the health care practitioners who are providing you care; this is called Informed Consent.

You have the right to refuse treatment, and it is important that you understand the implications of your decision. If you are unable to consent to treatment for any reason, you must appoint a Substitute Decision Maker. The name of your Substitute Decision Maker must be provided at registration. Information regarding Substitute Decision Makers and Power of Attorney kits are available through Social Work. Dial: 613-721-2000 ext. 3750.

## **Nursing Bedside Shift Report**

Patients are invited to take part in Nurse Bedside Shift Report during shift change as one way to partner in care: 7:15 a.m. - 7:45 a.m. | 7:15 p.m. - 7:45 p.m.

During nursing bedside shift report:

- Nurses changing shifts will introduce themselves.
- Talk with you about your health, the reason you are in hospital and your care plan.
- Check all medications, IVs, incisions or injuries and discuss upcoming tests and labs.
- Encourage you to ask questions and share concerns.

You are an important part of the health care team. We want you to have complete and timely information about your care. If a nurse uses any words or shares information that you do not understand, please ask for clarification.

You can also invite a family member or friend to stay during Nurse Bedside Shift Report. We will only talk about your health with others when you say it is okay.

If you are in a shared room, your family members may be asked to leave when the nurses are conducting a report with your roommate.

## **Intentional Rounding - Hourly Check-In**

An important part of providing you with exemplary care is ensuring that your needs are anticipated and supported. You will be visited by a care provider:

- Every hour: 6:00 a.m. to 10:00 p.m.
- Every two hours: 10:00 p.m. to 6:00 a.m.

## **Concerns?**

If you have a concern regarding your care or your loved one's care, please contact the Clinical Manager on the unit or ask a member of your care team for the Clinical Manager's extension. An after-hours manager is available Monday to Friday between 3:30 p.m. and 7:30 a.m. and 24 hours a day on weekends and holidays.

# Hospital Services & Resources

## Discharge Information

Discharge for most inpatients is scheduled for 10:00 a.m. Your nurse or physician will discuss your discharge time and date with you so arrangements can be made with a family member or friend to assist you in going home. Early departure is key to helping us accommodate the next patient.

When you prepare to leave, please be sure you have all your belongings, as well as any after-care instructions, prescriptions and return appointment information. If you have any questions about what to do when you get home, please ask a member of your health care team before you leave.

## Electrical Appliances

QCH permits battery-operated appliances. Plug in devices are not permitted. The following are also prohibited:

- Portable televisions (bedside TVs are available for rent for a nominal daily fee).
- Heating devices of any type including electrical heating pads or blankets, space heaters, curling irons, coffee pots/coffee makers and personal hair dryers.

Please note: You must discuss any medical device you bring into the hospital with your physician or member of your health care team. Please ensure appliances do not disturb other patients or staff.

## Food Services

Food Services staff are committed to providing you with meals that are healthy and delicious. A varied menu is provided daily. You will meet with a Clinical Diet Technician during your stay to personalize your menu. Meals are delivered at approximately 8:00 am, 12:00 pm and 5:00 pm, every day. Nourishments are available between meals for those with special diets.

Please note: QCH provides kosher meals upon request. Families and care providers who find themselves in hospital over the Jewish Sabbath, or in emergencies where they find themselves unprepared, are invited to speak with the Dietitian about access to The Kosher Pantry.



## The QCH Gift Box

You are invited to visit the Gift Box located near the Main Entrance. The Gift Box is operated by Volunteer Resources and carries a wide variety of items including gifts for every occasion: newspapers, magazines, fresh flowers, cards, personal care items, confectionary, newborn products, as well as stamps. Pre- and post-surgical supplies can be purchased at The Gift Box. Proceeds raised support the hospital and its programs.

Hours of Operation:

- Monday to Friday: 9:00 am to 8:00 pm
- Saturday and Sunday: 9:00 am to 4:00 pm

Hours are subject to change due to staffing availability.

## Parking and Parking Rates

The parking pay stations are located inside the hospital's Main Entrance and in a climate-controlled booth in the parking lot that accepts credit cards and cash. Visitors may pay directly at the exit gate using a credit card only. Please keep your ticket with you.

Single day use:

Length of Time	Cost of Parking
0-15 min	Free
16-30 min	\$4.00
31-60 min	\$8.00
61-90 min	\$11.00
91-120 min	\$14.00
Daily maximum	\$14.00

### Multi-Day Passes:

Type of Pass	Cost of Pass
Same day - Active for 24 hours upon purchase	\$14.00
5 non-consecutive days pass	\$35.00*
10 non-consecutive days pass	\$70.00*
30 non-consecutive days pass	\$150.00*

\*All multi-day passes are:

- Valid for one year
- Good for 24-hour periods with in/out usage
- Can be shared between visiting family members.
- Cannot be retroactively applied to previous parking charges.
- Non-refundable

Daily parking passes can be purchased at any pay station machine by following the simple touch-screen options. Multi-day parking passes are purchased from the pay station located at the QCH Main Entrance.

Visitors going to the Irving Greenberg Family Cancer Centre (IGFCC) will have to connect with the IGFCC front reception desk staff, where security will respond and sell the pass at the IGFCC reception desk.

For any parking inquiries please call the Parking Office at 613-721-2000 ext. 1305.

## **Patient E-Mail and Mail**

Family members and friends can send their well-wishes to hospital patients online through our Patient Email form on our website at [www.qch.on.ca](http://www.qch.on.ca).

Messages are delivered during regular business hours, Monday to Friday. Holiday or weekend messages will be delivered the following business day.

Incoming mail through Canada Post will be delivered to the patient's room. Please inform friends and family to address your mail as follows:

Your name (and unit/room number)  
c/o Queensway Carleton Hospital  
3045 Baseline Road  
Ottawa, ON K2H 8P4

## **Patient and Family Relations**

There are many ways you can share feedback regarding your experience. If you are currently receiving care, you may wish to have a conversation with your care provider, the Care Facilitator or Clinical Manager on your unit.

If you have further questions, comments, or concerns, you can contact the Patient Relations Ombudsman at 613-721-2000 ext. 5655. You may also submit your feedback electronically through our website at [www.qch.on.ca](http://www.qch.on.ca).

## **Patient TV Rental Service**

To rent dial 2200 from your patient phone or from an external phone please call 1-866-223-3686.

- Monday to Friday: 8:30 a.m. to 11:00 p.m.
- Saturday and Sunday: 10:30 a.m. to 9:00 p.m.

Service can also be ordered online by visiting [www.hospitalitynetwork.ca](http://www.hospitalitynetwork.ca) and select the link to Queensway Carleton Hospital.

Services issues? 1-866-223-3686

## **Patient Telephone Service**

Local phone service is included for inpatients with phone access bedside. To place local calls, dial 9, the area code, and the phone number.

## **Patient Transportation**

Hospitals pay for transport from one hospital to another or for medical appointments at another facility. Patients are responsible for transportation costs to other locations such as retirement homes.

Patients must arrange for transportation before their discharge. The hospital recommends patients plan a ride home with family or friends. If this is not possible, the hospital will assist a patient to arrange for transportation.

## **Pet Visitation**

QCH recognizes pet therapy can be instrumental in the recovery of our patients and operate a pet therapy program for Medicine patients in coordination with Ottawa Therapy Dogs.

Pet visitation is not permitted in Intensive Care (ICU), Operating Rooms, Mental Health, Labour and Delivery, Newborn Nursery, Pre/Post Anesthesia Surgery, rooms with isolation precautions, storage/preparation areas for food, or rooms with persons at increased risk of infection or patients with allergies.

Requests to bring your pets:

- Must be approved by Nurse Manager.
- Pets are limited to dogs and cats and must be house pets.
- Visits are restricted to a maximum of 60 minutes.
- Patients must be acutely ill with an extended hospital stay.
- There must be no potential threat to the safety of other patients or staff.

## **Protection Services (Security)**

If you have any security-related questions or concerns, Protection Services is on duty 24 hours a day and can be contacted through your nursing team or by calling x2679 or x1399. Please report any personal property loss or suspicious activity.

Security is available for escorts to personal vehicles and battery boosts for those with any security concerns. If you require an escort, please contact us at any time.

## **Smoke-Free Environment**

Smoking is NOT PERMITTED anywhere on hospital property, including personal vehicles parked on the property.

QCH offers a smoking cessation program to help avoid nicotine withdrawal. Ask your healthcare team for more information.

## **Spiritual Care**

A multi-faith chaplain is available during daytime hours Monday to Friday. On-call chaplains have reduced availability on evenings and weekends. A Roman Catholic priest is available five days per week. Your health care team can facilitate these contacts.

The Spiritual Care Office, located next to the Gift Box on the main level, is open Monday to Friday from 8:00 a.m. to 4:00 p.m. and can be reached by dialing ext. 6600.

Sacred Space for quiet reflection and prayer is available 24/7 next to the Spiritual Care office.

## **Taxi Service**

QCH has direct taxi line telephones to connect you with area taxi services. The phones are clearly marked and located adjacent to the Patient Registration area at the Main Entrance and in the Emergency Department.

## **Tim Hortons**

- Located on the main floor adjacent to the Emergency Department. Hours of operation:
- Monday: 7:30 am to 10:00 pm
- Tuesday to Sunday: 8:00 am to 10:00 pm

## **Vending Machines**

Food and beverage machines are available 24/7 in the Emergency waiting area, the Childbirth Centre waiting area, and in the cafeteria.

# **Visiting Patients**

QCH has guidelines and policies for both Care Partners and Visitors.

## **Who is a Care Partner?**

A person designated by the patient or substitute decision maker as being especially important to the patient's recovery. They should be someone who is deeply involved in the patient's health care journey and is integral to the overall well-being of the patient. The designated Care Partner is welcome to be at the bedside at all times.

This person may also be the patient's spokesperson who will tell friends and family about the visiting guidelines and serve as a first contact for any questions on the patient's condition.

QCH welcomes up to two Care Partners to stay at the patient's bedside 24 hours-a-day on the medical, rehab, childbirth, and surgical units. The Day Surgery Unit, Post Anesthesia Care Unit and Intensive Care Unit limits this to one Care Partner only given space constraints and complexity of care.

### **Care Partner Etiquette**

- Please use the public washrooms, not the washroom in the patient's room.
- Please keep noise to a minimum. Use headphones when listening to music or watching TV.
- During the night, use minimal lighting.
- It is important for Care Partners to be rested however, if you are staying the night, please provide your own blankets and pillows.

- Please do not wear scented products or bring scented products to the hospital.

## **Who is a Visitor?**

A guest of the patient or family who wants to provide well wishes and social connections. He /she may be a friend or relative of the patient or family. Our visiting policy reflects the needs of our patients: to rest, to take part in care and treatment, and to have the support of family and friends.

### **Visitor Etiquette**

- Please keep your visits short to approximately 20 minutes.
- Please be respectful of the patient's roommate's need for privacy, rest and recovery.
- Children under 14 years of age must be always supervised by an adult (not the patient).
- Please follow the infection control guidelines posted on the door. If you are unsure of what to do, talk to the Nurse prior to entering the room.
- Please do not wear scented products or bring scented products to the hospital.

## **Intensive Care Unit (ICU)**

Two care partners can be identified for each patient. One Care Partner is encouraged to stay at the patient's bedside and may stay 24 hours-a-day. Please communicate the name of the Care Partners to the ICU team. Care Partners and family are encouraged to attend multidisciplinary rounds from 9 -11 am, but visitors may be limited.

Visitors may visit any day between 10 am and 9 pm. In normal circumstances we limit visitors at the bedside to two people at one time, but more may be allowed in certain circumstances. Please discuss with the nurse.

## **Mental Health Inpatient Unit**

Visitors may visit Monday to Friday from 4 pm to 8 pm, and weekends from 12 – 8 pm. Additional restrictions may apply, please consult your nurse.

## Childbirth Program

Who Can Visit	Birth Unit	Mother Baby Unit	Special Care Nursery	Gynecology/ Surgery
<b>Care Partner</b>	Any time day or night	24/7 any time day or night	Parents any time except during daily report times (7 - 7:30 am and 7 - 7:30 pm)	
<b>Grandparents and siblings of new baby</b>	15-minute visit after baby is delivered day or night	10 am – 6 pm siblings must be accompanied by an adult	10 am to 8 pm except 7 pm to 7:30 pm during report time	
<b>Family and friends</b>	No general visiting other than designated support people	3 pm – 8 pm	3 pm to 8 pm except 7- 7:30 pm, during report time	11:30 am to 2 pm and 3 pm to 8 pm
<b>Number of people at the bedside</b>	3 including care partner and 2 other support people during labour and delivery. No switching of support people	3 including care partner. Please be considerate of other patients in the room	2 including 1 parent with baby bracelet	3 visitors

## Park Place

The QCH Alternate Level of Care Offsite Unit (ALC) is a 56-bed unit that is part of the Geriatric Program at Queensway Carleton Hospital and located at 120 Central Park Drive.

We offer care, support and assistance with discharge planning to patients who are medically stable, but who now require more care than can be provided at their previous care facility or home. In most cases, when you are transferred to the ALC unit, discharge planning has already been started so that an application can be made to the type of facility that best suits your care needs.

We are able to provide services from the following Healthcare Professionals where needed: nursing, including a nurse practitioner, occupational therapy, physicians, dietician, physiotherapy, social workers, speech language pathologist, pharmacists, recreational therapists, behavioural therapists, spiritual care, administration and volunteers.



Please Note: Park Place ALC is not a rehab unit or a permanent discharge destination for patients.

Families can park in the retirement home parking lot but should go to the retirement home front desk for a ticket to put on their dashboard.

Inside the first set of doors there is an intercom set up for families to use. There is a button for level 4 and another for level 5. The clerk on the floor will buzz visitors up the elevator. \*\* Visitors are welcome to use street parking also.

Directions from QCH:

- Turn left on Baseline Rd from QCH via John Sutherland Dr
- Turn left on Merivale Rd then left onto Central Park Drive.

# **Charges and Payment Information**

## **For Ontario Resident with Valid OHIP Card**

For Ontario residents, the majority of costs for a hospital admission are covered by OHIP. However, some services and medical devices are not covered by OHIP.

For instance, paramedics in Ontario must charge for an ambulance service and that billing is done through hospitals. Other examples of items not covered by OHIP include casts, walkers, TVs, and private and semi-private accommodation.

You are ultimately responsible for payment for uninsured services for which you will be billed.

## **Patients with Health Cards from Other Provinces or from a Federal Health Insurance Program**

If you are a Canadian resident from a province outside of Ontario or a Canadian resident with a valid federal insurance card (Canadian Armed Forces, Refugee with Interim Federal Health Program), you must provide a valid health card from your province or the federal program. If you do not, you will be billed for the cost of your care. Some services and medical devices are not covered by out-of-province and federal health care plans.

You are ultimately responsible for payment for uninsured services for which you will be billed.

### **OTHER PATIENTS**

If you are not covered by a provincial health care plan, please contact our Financial Services department to better understand which services will be covered for you. Ultimately, you will be responsible for any portion not covered by the Canadian or provincial or federal governments.

### **BILLING**

For full information, visit our website at [www.qch.on.ca](http://www.qch.on.ca) under “Patients & Visitors” and “How to Pay Your Bill”.

Payment for preferred accommodation, ambulance fees, appliances, and other uninsured procedures is due at the time of service or discharge. We will issue a receipt upon payment of account.

## QUESTIONS?

If you have questions regarding your bill, please contact Financial Services at 613-721-4704 or email us at [billings@qch.on.ca](mailto:billings@qch.on.ca).

## Patient Accommodation

We offer three types of accommodation:

- Standard wards: three or four beds per room. Covered by OHIP for Ontario residents and provincial or federal plans if card is valid.
- Semi-private: two beds per room. An extra charge applies, not covered by OHIP or your provincial or federal plan.
- Private room: one person per room. An extra charge applies, not covered by OHIP or your provincial or federal plan.

Upon admission, you will be asked to select the room type you prefer. We will try to meet your requests; however, rooms must be assigned on the basis of medical need as a first priority.

Please be aware that you may be admitted or transferred to a bed in a shared room where the other patient(s) is of the opposite gender. This is needed for QCH to help as many people as possible. Please speak with your nurse or physician if you have concerns.

## Frequently Asked Questions

### **What room rate will I be charged if I have OHIP or provincial or federal coverage?**

The rate you are charged is determined by the type of room you requested on your terms of admission and the type of room accommodation received. See the chart below to determine the room rate you will be charged.

- If you requested a private room or a semi-private room and received it, you will be charged for what you requested.
- If you requested a private room and received a semi-private room, you will be charged for a semi-private room.
- If you requested a semi-private room and received a private room, you will be charged for a semi-private room.
- Ward rooms are no charge.

**Will I be charged for being in a private room?**

If you or a family member requested one, yes. If you didn't request it, or needed it for isolation reasons, no.

**What if I requested private but didn't get one?**

If you are placed in a semi-private room you will be charged the semi-private rate.

**What if I change my mind and don't want private or semi-private anymore?**

You will continue to be charged until you have filled out the "Change of Accommodation Form".

**What if the hospital is absolutely full? Will I still be charged extra for private or semi-private?**

Yes, if that is what you requested when they registered. There are usually more requests for private/semi-private than there are rooms available.

**Why do you bill for private and semi-private rooms?**

Funding for them is not provided by the government. Hospitals have to charge extra for them to help cover the costs of patient care.

**Did you find the information you are looking for?**

**If not, please let us know!**

[questions@qch.on.ca](mailto:questions@qch.on.ca)

Dear Patient,

Queensway Carleton Hospital (QCH) holds a very special place in my heart. Along with being recognized as one of the top hospitals in the country, it also happens to be where my four beautiful grandchildren were born.

I am incredibly proud to be the President and CEO of QCH Foundation and to play an integral role in championing the advancement of local healthcare within our community. Here in west Ottawa, we are fortunate to have access to world-class care, close to home, through a team of dedicated medical professionals and support staff that deliver on exceptional patient care each and every day.

QCH is providing life-saving care to the more than 500,000 people who may turn to it each year and thanks to the generosity of our community, our loved ones have access to the very best treatment options available including state-of-the-art equipment and technology. With support from grateful patients, their families, and members of the community, we are raising funds to invest in upgrades to our surgical suites, the purchase of new medical devices and the renovation of space within the hospital to help increase capacity for those in need of urgent care.



QCH has built its reputation as one of the region's leading acute care hospitals, delivering advanced care that responds quickly to the healthcare challenges facing our community. As we have learned through the pandemic, healthcare needs can change quickly and it's important to invest in programs and services today that will allow us to be prepared for the future.

I hope that you can look back on your time at QCH and remember the team who supported you through your healing process. The volunteer who brought you water, the nurse who carefully tended to a wound, the physician who kept your family informed, the team members who encouraged you with a smile.

When you think back on your experience at QCH and the importance of the hospital, I hope that you will be inspired to support the work being done to provide world-class care to our community. If you would like to make a gift, please contact QCH Foundation office at 613.721.4731 or via email [qchfound@qch.on.ca](mailto:qchfound@qch.on.ca). To donate online, please visit [qchfoundation.ca](http://qchfoundation.ca).

On behalf of everyone at QCH and Foundation, I wish you a speedy recovery and good health.

Warmest regards,



**Shannon Gorman**  
President and CEO  
Queensway Carleton Hospital Foundation



**Connect with QCH Foundation:**

Website: [qchfoundation.ca](http://qchfoundation.ca)

Twitter: (<https://twitter.com/QCHOttawa>)

Instagram: (<http://instagram.com/qch.ottawa>)

Facebook:

(<https://www.facebook.com/QueenswayCarletonHospitalFoundation/>)

LinkedIn: (<http://linkedin.com/company/queensway-carleton-hospital>)

