





Patient, Family and Caregiver Guide

A guide to support your journey – here, home and on the path to wellness.



 459 Hume Street
Collingwood, ON
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 (705) 445-2550

 www.cgmh.on.ca



Values and Responsibilities

Patient Declaration of Values

- > Employees/Physicians show compassion as they provide my care
- > Employees/Physicians give me information in a way I can understand
- > Employees/Physicians treat me with dignity and respect
- > Employees/Physicians provide me with a high quality of care
- > Employees/Physicians listen to my concerns and get answers to my questions
- > Employees/Physicians include me in planning and providing my care

Patient Rights and Responsibilities

As a patient at CGMH you are responsible for:

- | | |
|---|---|
| > Providing accurate and complete information related to: past and present health status/needs, health insurance numbers and coverage. | > Informing your physician and/or hospital employees of any suggestions or concerns you have about your care. |
| > Developing your plan of care with your physician and hospital employees and following this agreed plan of care. | > Respecting hospital policies regarding smoking, no scents and rules of behaviour. |
| > Being sure you have the information needed to make informed decisions about your care or treatment including risks of refusing care or treatment. | > Respecting hospital property, equipment and supplies. |
| > Asking questions if you do not understand your plan of care. | > Being responsible for payment of any billable services. |
| > Respecting the rights of others, including fellow patients, hospital staff, and volunteers. | > Cancelling your appointment if unable to attend. |

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Please note that we are constantly changing to meet your needs. Information in this guide may change over time.

Planning Your Stay at CGMH

At Collingwood General and Marine Hospital (CGMH), we're focused on your health and safety. Please use this checklist to help you prepare for your stay with us.

What to bring for your Overnight Stay/Day Surgery

- ❑ Your Ontario Health Card (OHIP).
- ❑ Other health insurance information.
- ❑ A list of all medications you are taking right now, including over-the-counter medications, herbal remedies, vitamins, diet pills, eye drops, creams and inhalers.
(Please bring in your labeled medication bottles so we can double-check them with your list. If you have an aerochamber or CPAP, please bring it with you.)
- ❑ Pajamas and other comfortable clothes.
- ❑ Diapers for children and babies.
- ❑ Wired headphones or earbuds – not Bluetooth compatible – for in-hospital bedside Patient Entertainment System.
- ❑ Shoes that fit well or non-skid slippers.
- ❑ Reusable water bottle.
- ❑ Toothbrush, toothpaste, deodorant, shampoo, razor, comb, hairbrush, unscented hand lotion, hygiene products and other personal care items.
- ❑ Eyeglasses, contact lenses, hearing aids.
(Remember to bring the case.)
- ❑ Denture cups and supplies.
- ❑ Walker, cane, crutches, braces.
- ❑ Money for snacks or food in the cafeteria or vending machines.
- ❑ Overnight bag for your clothing and personal belongings.

What to leave at home

- > Please do not bring any scented or latex products.
- > Please leave all valuables, including jewelry, bank cards and large sums of cash, at home for safekeeping. If you have valuables with you, send them home with a loved one if possible.

Please note: CGMH is not responsible for loss or theft of money, valuables or other personal property kept in your room, including dentures and eyeglasses. We are a smoke-free, scent-free and latex-free facility.

RESPECT OUR SAFE WORK ZONE

Collingwood General and Marine Hospital is committed to providing a safe and healthy work environment for all employees by immediately acting on and stopping all reports of workplace violence.

CGMH has **ZERO TOLERANCE** for violent, abusive or aggressive behaviour & is committed to preventing and/or eliminating this behaviour.

Who Should I Expect to See During my Stay?

During your stay you will be supported by a dedicated and caring team, which may include interactions with any of the following:

- > Nurses
- > Family physician/specialist
- > Hospitalist (a hospital based physician)
- > Social Worker
- > Midwife
- > Mental Health Therapist
- > Dietary staff
- > Occupational Therapist
- > Physiotherapist
- > Respiratory Therapist
- > Pharmacist/Pharmacy Technician
- > Laboratory staff
- > Patient Navigator Team
- > Home and Community Care
- > Environmental Services staff
- > Maintenance staff
- > Volunteers
- > Registration/Clerical staff
- > Security staff
- > Diagnostic Imaging staff



Partners in Safety

Your care and safety are our top priorities while you are in the hospital, and we are PARTNERS in keeping you safe. The following list provides simple steps that you, your family and friends can take to make your hospital stay a safe and positive experience.

PARTNERS	P	Prevent Infections	Clean your hands often by using an alcohol-based hand rub available across the hospital or wash your hands using soap and water. Make sure that your visitors and staff also wash their hands before touching you.
	A	Ask Questions	Ask questions if you do not understand. It is your body and your right to know. Ask about any tests and your treatment plan. Question anything that seems unusual or different from what you were told. Please ask your nurse about information posted on the whiteboard in your room.
	R	Reduce your risk of FALLING	Bring slippers with rubber soles and any aids you need to keep steady. Point out to staff any spills or obstructions on the floor. Make sure the brakes are locked when you get into and out of a wheelchair. Please note any tubes, wires, or telephone cords that may be near your bed.
	T	Tell your doctor and nurse about all MEDICATIONS that you are taking and any ALLERGIES that you have	Have a list of your current medications and any ALLERGIES. Know what your medications are and what they are for. Tell your care provider if you think you are receiving the wrong medications.
	N	No one knows you better than you	Tell your health care team about yourself , such as your past medical history, medications, symptoms, and allergies. Ask a family member or friend to listen with you when diagnosis, treatment plan, test results, or discharge plans are explained. This will help you remember. Families and friends are health care partners too.
	E	Every health care provider must wear a hospital ID badge, and check your ID bracelet	Identification is very important. Keep your ID bracelet on at all times. Make sure all staff check your ID bracelet before any procedure, test, or medication administration. If your bracelet comes off, ask for a new one.
	R	Ready to go home	Make sure that you are clear about your instructions for going home , including medicines you need and information about a follow-up visit.
	S	SAFETY	Safety concerns need to be dealt with immediately. If you have any concerns about the care you are receiving or your safety, please talk to your health care provider.

How to Prevent Falls while in the Hospital

Why It Matters

Preventing falls helps us care for you safely and gets you back home as soon as possible. Falls can delay your treatment and extend your hospital stay.

Risk Factors

- > Unfamiliar environment.
- > Weakness from illness or treatments.
- > Medications causing dizziness.
- > Lack of activity.

How to Reduce Risk



Ask for assistance when moving

> Discuss fall prevention with your nurse upon admission.

> Follow your mobility plan to stay active and strong.

> Call for help when moving or using the bathroom.

> Keep essentials within reach, including the call button.

> Get out of bed slowly: Sit up, sit on the edge, then stand.



Wear non-slip footwear

> Use assistive devices if needed.

> Turn on lights to avoid moving in the dark.

> Wear non-skid footwear like rubber-soled slippers or non-skid socks.



Get up slowly

> Keep your room clutter-free.

> Use grab bars in the bathroom.



Keep essentials within reach

Working with Your Care Team

> Report any recent falls to your nurses.

> Allow caregivers to assist and stay close when needed.

> Follow your toileting plan and ask for help.

> Wear your non-slip socks and bracelet to signal fall risk.

> Follow caregivers' instructions for meals, bathroom trips, and mobility.

By following these tips, you can help prevent falls and make your hospital stay safer.

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COLLINGWOOD GENERAL AND MARINE HOSPITAL

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Staying Healthy in the Hospital

Keep Moving

Being active while in the hospital is an important way to help you get better faster. Activity can help with your digestion, breathing, pain control, and can help keep your skin healthy. Aim to be out of bed part of the day unless your health care provider has told you that you must stay in bed.

Breathing

Simple breathing exercises, done every hour while you are awake, can help prevent problems with your lungs when you are in the hospital. Try taking in a deep breath and holding it for 3 seconds, then slowly breathe out like you are blowing a kiss.

Eating and Drinking

If you have difficulty eating or drinking, ask to speak with the dietitian, who can give you helpful tips. If your health care provider has ordered a special diet for you, your menu will contain only those choices.

Keeping your Skin Healthy

When lying in bed, change your position every two to three hours by lying on your back or either side. If you are sitting in a chair or wheelchair, relieve pressure on your lower body every 15 minutes by leaning forward and pushing up on the arms of the chair, or you could roll from side to side. If you are lying on your side, place a pillow between your legs to keep your knees and ankles from touching one another.

As long as your skin is not reddened, ask your family or friends to gently massage your elbows, hips, back and heels. Keep your skin clean and dry as moisture can cause problems with your skin. If you are

having trouble with your bladder or bowel and need assistance, ask your health care provider for support.

Hand Cleaning is Important

Hand hygiene must be strictly followed for all visitors and staff. Liquid hand sanitizers are located in the lobby, throughout the hospital and directly outside of patient rooms. When visiting the hospital, please ensure you clean your hands as soon as you enter the hospital, before and after eating, before and after visiting a patient and just before you leave the hospital. Ensuring your hands are properly cleaned is for your safety, as well as for our patients and staff.

Smoke, Cannabis and E-Cigarette Free Property

CGMH is committed to promoting a healthy community and a safe work environment. CGMH's entire property, including all buildings and parking lots, are completely smoke, cannabis and e-cigarette free.

All patients who identify themselves as smokers during admission will be offered participation in a smoking cessation program during their stay, and connected with external resources upon discharge, should they wish to continue.



NO SMOKING, NO VAPING

The use of tobacco, e-cigarettes, and marijuana is prohibited.

In Hospital Services

Patient Entertainment System

All beds on the medical, surgical and obstetrics units at CGMH are equipped with Patient Entertainment Systems. The TV's offer patients a variety of entertainment and communication options. Patients can make free local calls using the telephones, however, long distance calls require a calling card. (Patients/visitors are responsible for bringing their own calling cards. They are not sold in the hospital.)

Guest Wi-Fi

Personal devices can be used by logging onto the Guest Wi-Fi.

Directions available at: www.cgmh.on.ca/patients-visitors/on-site-services.

Patient Meal Selection

Patients are visited daily by the Food Services Team to select their meals for the next day. If we have missed you because you are sleeping or were not in your room, we will leave a card letting you know we will be back the next day. If you need to speak to a member of Food Services, please let your health care provider know and we will do our best to come and see you.

At CGMH we can accommodate a wide range of textures, allergies, and food preferences. We do our best to make sure all our patients are getting the proper nourishment and are enjoying the food they are being provided. We have a full time Registered Dietitian who collaborates with the health care team to ensure optimal patient outcomes, providing guidance and support to patients with special dietary needs.

ATM

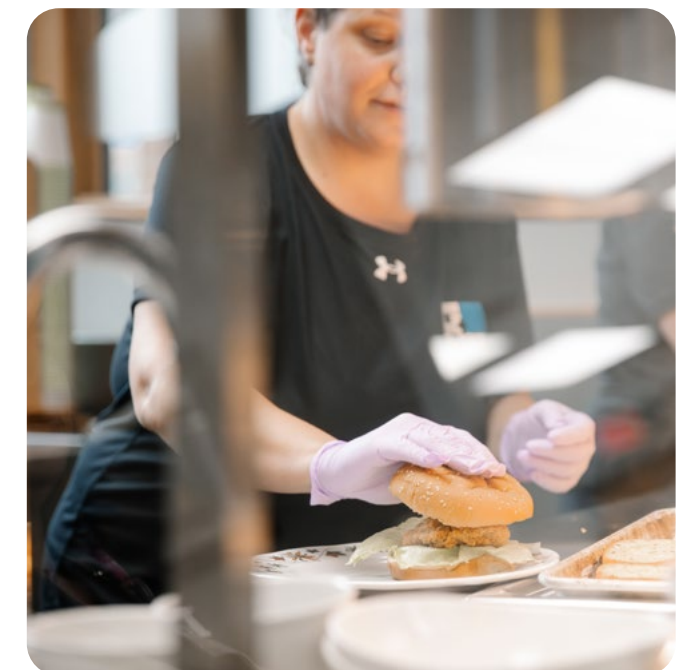
The ATM is located in the front lobby near the Welcome Desk.

Access to Food and Drinks

CGMH's cafeteria is located on the lower level of the hospital and is open **Monday - Friday** from **8:00 a.m. - 10:45 a.m.** for breakfast, and **11:30 a.m. - 2:00 p.m.** for lunch. Please note: The cafeteria takes credit or debit only.

You will find the menu located on the hospital's elevators, at the welcome desk, or on the TV outside the cafeteria.

After hours and on weekends there is a refrigerated vending machine which contains coffee, tea and hot chocolate, along with snacks, sandwiches and meals that can be warmed in the cafeteria's microwave.



During Your Stay

Parking

Patient, visitor and accessibility parking is available in the main parking lot, located off the laneway of the main Hume Street entrance.

Parking Rates

Free	\$3	\$10	\$10	\$35	\$60
Less than 30 minutes	Hourly Rate	Daily maximum	Daily pass*	Weekly pass*	Monthly pass*

Passes include in and out privileges | All revenue generated through parking fees goes directly to support patient care services. Rates are subject to change without notice.

Cell/Smartphone Usage

Cell phones and electronic devices are permitted in hospital waiting rooms and inpatient rooms when they don't interfere with patient care and equipment. Please use headphones/earbuds when watching videos or listening to music on a cell phone or electronic device, anywhere in the hospital. In areas such as diagnostic imaging and operating rooms, cell phones and electronic devices are not permitted. Patients and visitors are kindly asked to have their ringers off and use the vibrate setting when in the hospital. Please respect the hospital's courtesy quiet hours by refraining from phone calls between

10 p.m. and 7 a.m., or when sharing a room with another patient. Please turn phones off or set to silent overnight.

Rooming of Patients of Different Genders

At times, when the hospital is at capacity, patients may be asked to temporarily share a room with patients of a different gender. This is done to improve patient flow and ensure timely access to care for other patients who are waiting for a bed. Nursing staff can answer any additional questions or concerns patients and their families may have.

Adhering to hospital privacy rules



NO PHOTOGRAPHY



NO VIDEOGRAPHY



NO AUDIO RECORDING



PHONES SET TO VIBRATE

To protect the privacy of patients, visitors and staff, the use of recording devices are not permitted without consent. We reserve the right to review media recorded at CGMH to protect patient privacy.

Family Support and Visiting the Hospital



Please use hand sanitizer when you arrive at and leave the hospital.

Visiting Inpatient/Patient Care Units

CGMH is committed to creating an environment that is supportive of patient and family centered care. We believe it is important for patients to experience the support of family and friends and to be treated as an individual with unique needs. We are committed to providing a safe, secure, and comfortable environment for our patients and staff.

For the comfort and safety of our patients, please consider the following guidelines:

- > Visiting hours are flexible to meet the needs of patients and their circumstances. There are no set hours in place.
- > Visiting is based on the condition, care needs and expressed wishes of each patient. Patients admitted to the hospital are allowed a maximum of two visitors at a time. Special consideration may be provided for patients that are palliative/end of life, in consultation with their Care Team.
- > Visiting may be adjusted based on the clinical care needs of the patient. This will be planned collaboratively with the patient, family and inter-professional care team. In situations where patients share rooms, this negotiation will include the other patient(s) and their family members. To ensure safety, the physical limitations of the space will also be considered.
- > Patients in the Emergency Department (ED) can only have one visitor at a time due to the current space constraints and physical limitations within our ED.
- > Between 8:00 p.m. and 6:00 a.m. visitors must enter through the ED entrance. Visitors will be instructed to report directly to the nursing station of the inpatient unit.
- > For safety reasons, all visitors are asked to sign in at the nursing station on the unit they are visiting.
- > Overnight visiting must be prearranged with the patient's nurse and Charge Nurse. If the patient is in a semi-private, or ward, consent must be obtained by the other patient(s) sharing the room, prior to agreeing to have visitors stay overnight. Visitors must respect the privacy and sleep requirements of all patients in the room.
- > Visitors who are feeling unwell, have an infection, or are experiencing symptoms of respiratory illness, flu-like illness or any communicable diseases should not visit.
- > Visitors must perform hand hygiene with soap and water or alcohol based hand rub before and after visiting a patient.
- > Children under 14 years old must be directly supervised by an adult who is not the patient while visiting.
- > Visits may be temporarily interrupted to allow for patient care, treatments and therapies as requested by inter-professional health care team members.
- > Visiting may be restricted to protect patient privacy or to maintain safety and security.
- > Visiting hours may be restricted or cancelled in the event of an infection control outbreak, emergency or pandemic.

Patient Relations

The Patient Relations Team is here to support you through your experience at CGMH. We recognize the importance of patient centered care and value the voice of our patients. Whether you have questions, a complaint, a suggestion or a compliment, we'd like to hear your feedback.

What do I do if I have concerns about my care?

Try to work with your health care team to address your concerns first. If you are in the hospital and need urgent assistance, please speak with the Resource Nurse on the unit.

Please reach out to Patient Relations if you need more help. We will work with you and your healthcare team.

Contact Information:

Email communication is highly recommended and can be sent to: patientrelations@cgmh.on.ca

This method allows you the opportunity to clearly explain your question or concern.

By phone:

705-445-2550 ext: 8706

If email is not possible, please call and leave a voicemail. Please remember to provide your name and phone number slowly and clearly so we know how to reach you.

By mail:


Patient Relations
459 Hume Street
Collingwood, ON
L9Y 1W9

I don't have a doctor, how do I find one?

You can find a doctor by using the following sources: **Health Care Connect: 1-800-445-1822.**

211


211 helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 150 languages. Call **2-1-1** to find Ontario's health services and resources or go to communityconnection.ca



Need help? Can't find a service?
Besoin d'aide? Vous ne trouvez pas un service?

Dial/Composez le **2-1-1** or/ou 1-866-743-7818

TTY/ATS 1-888-340-1001 | 24 hours a day, 7 days a week
Free | Confidential | Live Answer



Billing and Additional Charges


During your stay with us, there may be additional charges that are not covered by your insurance. We will keep a record of these expenses and provide you with a bill on the day of your discharge from CGMH.

The following items are not paid for by the Ontario Hospital Insurance Program (OHIP):

- > The cost to stay in a semi-private or private room.
- > Walking aids such as crutches, aircast boots, fiber glass casts, wrist braces and shoulder immobilizers. CGMH may refer patients to the community for other devices such as additional walking aids, wheelchairs and braces, which can be purchased elsewhere or possibly rented. For bracing, some devices are partially covered by Assistive Device Program (ADP) and our orthopaedic technicians will help you with the application for funding.
- > The cost of uninsured procedures.
- > The cost of ambulance services and private transportation to and from place of residence.

To pay your bill by phone call **705-445-2550**. Press '2' from the main hospital line (Monday - Friday, between 8 a.m. - 4 p.m.) or you can email: AccountsReceivable@cgmh.on.ca. Additionally, you can click on the Pay Account button at the top of the website to pay online, or at the Cashiers Desk upon discharge. If you are not set up with banking methods which allow you pay online, please call our Business Office directly at **705-445-2550 ext: 8289** for further clarification or to arrange an alternative method.

The option for online payments through www.cgmh.on.ca can be completed by selecting the menu item '**\$ Pay Account**' as indicated.



705-445-2550

Search

Emergency Wait Time

\$ Pay Account

Your Future Hospital

Feedback?

Donate

my health care

HOME WHO WE ARE NEWS PATIENTS & VISITORS PROGRAMS & SERVICES WORKING HERE PUBLIC REPORTING CONTACT

Uninsured Patients

Uninsured Canadian residents and non-Canadian residents/visitors will be charged for the full standard daily room rate along with the cost associated with the care provided, based on the treatment or procedure that was performed. A credit card pre-authorization is required upon registration.



Connecting Your **Care**

my
health care



my health care is a secure, online patient portal that provides you, authorized friends, family members and caregivers access to your electronic health record from CGMH and our partner hospitals, anywhere, at any time. You can view appointments, pre-register

for upcoming appointments, see your visit history, review your results, access dictated reports and update personal information.

my health care can be accessed online, or you can download the app 'MEDITECH MHealth' on iPhone or Android from the app store.

Our partner hospitals include Georgian Bay General Hospital (GBGH - Midland), Headwaters Health Care Centre (HHCC - Orangeville) and Royal Victoria Regional Health Centre (RVH - Barrie). You can access reports and results from CGMH and any of our partner hospitals through the portal.

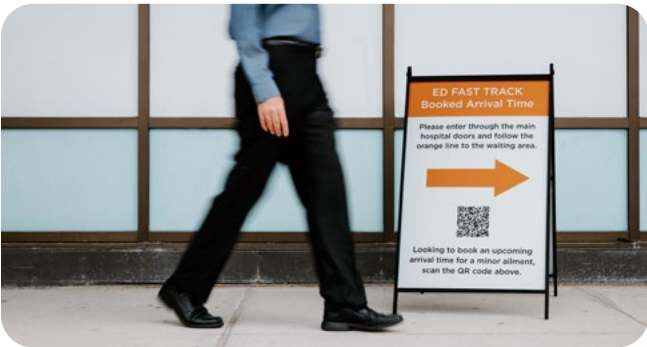
For questions or assistance, please contact the my health care support team by email at PortalSupport@myhealthcareportal.ca or call **1-844-797-2955**.

To register for an account, please visit: cgmh.on.ca/my-health-care

ED Fast Track

Book a same-day or next-day arrival time at CGMH's emergency department to be assessed and treated for minor injuries such as minor lacerations, urinary tract infections (UTI's), skin infections and rashes, minor fractures, or coughs, colds and flu.

For more information or to book, please visit: cgmh.on.ca/programs-services/emergency.



Get Connected to Health Care 24/7 Through Health811

As part of a provincial project to make health services more accessible, Ontario Health Teams worked with the Ministry of Health to develop Health811. Health811 is a free, secure and confidential service Ontarians can call or access online 24 hours a day, seven days a week to receive health advice from qualified health

professionals, such as registered nurses, locate local health services and find trusted health information. Ontarians can call **811** (TTY: **1-866-797-0007**), chat live online or access resources online at Ontario.ca/Health811 or Ontario.ca/Sante811. In a medical emergency call 911 immediately.

Ontario Health Trillium Gift of Life



Ontario Health Trillium Gift of Life Network plans, promotes, coordinates and supports organ and tissue donation across Ontario. Patients and families are encouraged to have the conversation about organ and tissue donation, and understand their families wishes. For more information, please visit: www.giftoflife.on.ca

gratitude ^{IN} action

Make a donation in *honour* of those who made a *difference*.

If you received exceptional care at CGMH and want to say thanks, consider making a donation as a gift of gratitude. Your donation will ensure more people have the opportunity to experience similar, extraordinary care.

CGMHFOUNDATION.COM



Roger Mantero,
CGMH Emergency Orthopaedic Technician

Planning to **Go Home**

There truly is no place like home. When you are ill or injured, Collingwood General and Marine Hospital (CGMH) is here to care for you.

However, once your acute care needs are met, your ongoing recovery is often best met at home, where you are more comfortable and will recover more quickly.

CGMH will make every effort to support patients so they can return home safely with appropriate supports.

We will be asking, “What can I do to help you return to your home?”

What can you expect?

From the moment you arrive at CGMH, your care team begins planning for your safe return home. You and your family will be involved in decision making, working alongside a dedicated team committed to your health.

Your care team, in consultation with your physician, will keep you, your family or power of attorney, well informed of your progress and will help you prepare for discharge.

Our focus will be on understanding what you and your family need most to support your transition home after your acute care needs have ended. We want to ensure that you can recover in the comfort of your own surroundings, where you can make decisions about your next steps in a familiar setting.

Your health care team will work with you and your family to identify the supports you need and will ensure that all necessary services are in place as soon as you are ready to go home.

When will I go home from the hospital?

The most responsible physician (MRP) will discharge you from the hospital when you are medically stable, in collaboration with a discussion with your entire care team.

Preparing to go home from hospital

Preparing for discharge begins the moment you arrive at CGMH.

If you have any questions or concerns about returning home, please share them with any member of your health care team. They’re here to support you during your stay at CGMH and to help with a smooth transition back to the comfort of your home.

What should I do to prepare for discharge home?

- Arrange for someone to give you a ride home when you are discharged. Patients may contact the list of non-urgent patient transportation options (page 19), but please be advised this is a paid service when being used for transportation to home or your next destination.
- Make a list of what you will need before you leave the hospital such as clothes and shoes, prescriptions, and groceries once you return home.

Be sure you understand

- The reason for your admission and any follow-up appointments.
- Any diet or activity restrictions (e.g. return to work, bath, shower, stairs).
- Any danger signs to watch for after discharge.
- Changes or additions to your medications.
- Who to call with questions.
- Any community services that may have been arranged.

Before You Leave

Make sure you take home any medications and belongings that you brought with you to the hospital upon admission.

Being at home is better for you. Here's why:

- You can recover in a comfortable and familiar environment with the support of family and friends, while having more time to make plans for future care.
- You are empowered to be a partner in your own health care.
- You reduce the risk of losing strength from lack of mobility in hospital and you are at reduced risk of contracting hospital acquired infections.
- You can continue to regain strength through participating in your usual activities.

To find out more about health services and programs available in your community, **Call: 1-888-721-2222**



Preparing for Discharge

Where will I go after I am discharged?

Depending on your care needs after the hospital, we may discharge you to:

Home

Going home is typically the first choice for patients. At CGMH we embrace the home first philosophy. We will send you home with information on follow up appointments, medications you are going home with, and care instructions.

If you need care at home, Ontario Health atHome will meet with you, your family, and/or caregivers while you are in the hospital to talk about your care needs. They can also suggest resources in the community that may be right for you.

They may contact you virtually, by phone, or in person, depending on your situation. Ask your healthcare team for more information.

Please note: Transportation home must be arranged by the patient and/or family member. If you require support with this, please refer to the list on page 19 of non-urgent patient transportation options. Please be advised this is a paid service when being used for transportation to home or your next destination.

What happens if I need long-term care?

If a long-term care home is the most appropriate setting for your care needs, your healthcare team and an Ontario Health atHome lead will help you find one that can best meet your needs.

Can I wait in the hospital for a long-term care home?

While hospitals provide essential medical care, they are not equipped to meet your long-term supportive or rehabilitative needs. At CGMH, our Discharge Team is here to assist you as you explore your long-term care options and understand the process. However, it's important to note that you cannot

To a Facility or Care Site

If your needs cannot be met at home, your healthcare team will work with you, your family, and/or care givers to decide what type of facility or care site can best provide the care you need.

This may include:

- > A reactivation care centre
- > A transitional care unit
- > Complex continuing care
- > Convalescent care
- > A retirement home
- > Supportive housing
- > Palliative care

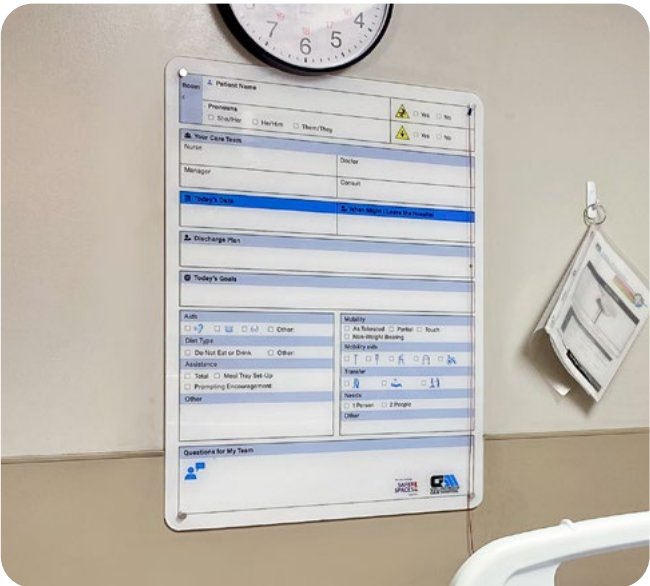
If you are eligible for one or more of these care sites, your healthcare team will help you apply to and transition to the facility or care site.

Who do I speak to if I have questions or concerns about my discharge from the hospital?

If you have any questions or concerns, please speak with any member of your healthcare team. We are here to support you.

Tip! The whiteboard in your room is a communication tool for both you and your healthcare team members. The team will regularly update this board about your treatments, plans for care, or plans for discharge.

Please use the whiteboard to post questions or other messages about any needs or preferences you want to share with your nurse, your doctor, or other healthcare team members.



Non-Urgent Patient Transportation Options

What is “non-urgent” patient transportation?

“Non-urgent” patient transportation refers to travel that is not directly related to the care being provided by the hospital. The patient or their substitute decision maker is responsible for arranging and paying for non-urgent patient transportation in the following situations:

- > When it is not medically required
- > For elective appointments
- > For discharge to a destination other than a hospital

When does the hospital pay for transportation?

CGMH will pay for transportation (private patient transfer service) when an appointment is related to ongoing inpatient medical care (ie: specialist consultation or a diagnostic procedure at another hospital). If the patient is stable and not confined to bed, a family member or a substitute decision maker is encouraged to drive the patient.

Non-Urgent Patient Transportation Services

RNR Patient Transfer: **705-327-0070**

Good Comfort: **705-888-2400**

Voyago: **1-855-263-7163**

Wasaga Taxi: **705-444-4444**

Encore: **1-844-821-2700**

Discharge Document

My Questions

Please talk with me about my care and answer any questions I have before I go home.

Appointments

Appointments I have to go to, or need to arrange.

Go see _____ for _____ on ____/____/____ at _____

Location/Contact: _____

Go see _____ for _____ on ____/____/____ at _____

Location/Contact: _____

Getting Home

Arrangements I'm making to get home or to my next facility or care site.

Don't forget to ask your nurse for your Clinical Discharge Report