

Orientation to GBHS for Patients, Family & Visitors

Welcome to Grey Bruce Health Services. We hope this information will be helpful during your visit or hospital stay. The information applies to all six of our GBHS hospitals unless indicated otherwise.



Registration

- All patients must register first before they go to their appointment, regardless of the type of appointment or procedure. Have your Health Card ready.

Visiting Hours

- Patients can identify one person who can stay with them for as long as needed – even 24 hours a day. Other visitors are welcome to visit between 2:00 - 8:00 pm daily. Some restrictions may apply. Talk to your nurse for further details.

Parking

- Visitor parking is \$5.00 per day with the exception of Lion's Head Hospital where parking is free. Daily, weekly, and monthly passes are available at the Business Offices. All hospitals also have accessible parking spaces.

Fees

- **Supplies:** Most care is covered under the Ontario Health Insurance Plan (OHIP), although fees apply for some tests and supplies like crutches, casts, etc. Your nurse will tell you if fees apply.
- **Transportation:** When you are discharged from hospital, and well enough to go home, you are required to arrange and pay for your own transportation. If you are being transferred directly to another hospital, you will not be charged, and your transportation will be organized by the hospital. Speak to your nurse if you have transportation questions.
- **Ambulance:** If you come to hospital in an ambulance, you will be charged \$45.00.
- **Insurance:** If you have private insurance, some of these fees may be covered.

Inpatients

- **Be Involved in Your Care:** During shift changes, outgoing nurses will provide a report on your care to nurses taking over your care. This exchange takes place at the bedside, and is a good opportunity for you and/or your family to hear the information, ask questions or provide additional information.

- **Going Home:** It is important to start planning for your discharge while you are in hospital so that when you are ready to go home, supports are in place to help you manage safely. Talk to your nurse about options for help at home through the Community Care Access Centre (CCAC).
- **Medications:** Make sure you understand your medications when you leave hospital. Talk to your health care team if you have questions.

Accessibility

- If you need assistive devices, a translator, or if you need patient information in large print, or another format, please speak to your nurse.

Spiritual Care

- Chaplains are available 24/7 to listen and offer spiritual and emotional support to patients and families. To reach a Chaplain, call 519-376-2121, ext. 2889.

Wi-Fi Access

- Internet access is available free of charge for guests at all hospitals. Look for 'GBIN Guest' when searching for available networks on your personal device. Computers with internet access are available in the Owen Sound Library on the first floor near Tim Hortons.

Organ Donation

- We encourage everyone to consider organ donation and to make your wishes known to your family members. Visit beadonor.ca to register.

Privacy

- We treat personal health information with respect and sensitivity. If you have questions about your medical records, contact the Health Records Department.

Fragrance Free

- In consideration of potential allergic and/or medical reactions, GBHS staff, patients and visitors are asked to refrain from using products with fragrance (i.e. perfume, cologne, aftershave).

Patient Relations

- If you have concerns or comments that have not been addressed by the department where the care is (or was) being provided, please call Patient Relations: 519-372-3920 ext. 2311, or email: patientrelations@gbhs.on.ca

Thank you for choosing Grey Bruce Health Services. We look forward to caring for you.