

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.



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

- Patients can have people stay with them for as long as needed – even 24 hours a day. Some restrictions may apply. Talk to your nurse for details. Quiet time starts at 8:00 pm daily, and individuals remaining in hospital are reminded to be respectful of all patients.

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 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.
- **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:** 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.
- **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. Call 519-376-2121, ext. 2889 for spiritual support.

Wi-Fi Access

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

Organ Donation

- We encourage everyone to consider organ donation and to make your wishes known to your family. Register at: beadonor.ca

Privacy

- Personal health information is treated with respect and sensitivity. If you have questions about your medical records, contact the Health Records Department.

Fragrance Free

- GBHS staff, patients and visitors are asked to refrain from using scented products (i.e. perfume, cologne, aftershave) to reduce risk of allergic reactions.

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.