

Partnering with Patients

Your Guide to Trillium Health Partners



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Phone Numbers and Maps

To call a patient or the hospital from outside, please dial: Credit Valley Hospital **(905) 813-2200**, Mississauga Hospital **(905) 848-7100**, Queensway Health Centre **(416) 259-6671**, and enter the appropriate extension.

Patient Relations <i>For complaints, comments and compliments</i>	(905) 848-7164
Patient Inquiry Line <i>To connect to a patient's room</i>	CVH: Ext. 3971 MH & QHC: Ext. 7533
Spiritual and Supportive Care	(905) 813-3984
Cashier's Office <i>For billing inquiries</i>	CVH: Ext. 6768 MH & QHC: Ext. 2420
Volunteer Information Desk	CVH Atrium: Ext. 3971 MH Main Lobby: Ext. 7533 QHC Main Lobby: Ext. 5151
Accommodations/Bed Desk <i>For room changes and changes to in-room amenities</i>	CVH: Ext. 5725 or Ext. 5406 MH & QHC: Ext. 3015
Volunteer Resources	CVH: Ext. 4112 MH & QHC: Ext. 7276
Security Services	(905) 848-7678
Switchboard	Press 0 at all sites

Hospital Maps

Please scan the QR code below for the most up-to-date hospital maps. If you need help finding a unit, please ask a volunteer for directions.



My Feedback

Patient and family experience is important to us. You may receive a survey by email after you leave hospital. You can also complete the survey by scanning a QR code that you can find on your After-Visit Summary provided by your care team. We value your feedback as it will help us to improve the way we deliver care.



Welcome to Trillium Health Partners

We created this patient guide to help you and your family understand more about your hospital stay and how to make it as comfortable as possible.

Our goal is to provide you with safe, high quality care until you are well enough to go home again. Once you no longer need hospital care, the best place for you to recover is at home or another care facility with the support you need.

Our Promise to You

We worked together with you to develop our Patient Declaration of Values. These values tell us what matters most to you in your care experience.

We promise to:

- Provide you with timely access to high quality care in a safe and comfortable environment
- Share meaningful information about your plan of care so you can make informed decisions
- Involve you and those most important to you in your care
- Listen and respond to your needs in order to build a trusting relationship
- Care for you with respect, compassion and dignity

Our Commitment to One Another

We all deserve to feel safe and respected

Each one of us has a role in making sure we have a healthy, safe and respectful space for healing at Trillium Health Partners. Together with patients, families, employees, medical professionals and volunteers, we developed our shared expectations of how we treat one another:

- Respect others and treat them as they would want to be treated
- Listen and engage to build trust and mutual understanding
- Involve one another and work as a team
- Take accountability for our actions and the impact they have on others
- Learn from our experiences and continuously improve

Talking to Your Health Care Team: Your Voice is Important!

We are committed to your safety and invite you to participate in your care. Patients who are involved with their care in the hospital heal better.

Good communication is one of the most important parts of your care while you are in the hospital. We want you to feel as comfortable and confident as possible, and to feel prepared when it is time to go home. We want you to ask as many questions as you need to and let us know if you have any concerns during your stay.



Four Tips to Improve Your Patient Care

1 Write down your questions and concerns	Write down a list of questions or concerns before meeting with your health care team, listing your most important questions first. Some questions you could ask include: <ul style="list-style-type: none">• What is my main problem? If a diagnosis was made, what are my treatment options?• What might have caused my illness?• What can I expect when I go home?
2 Be open and honest	Your care team will ask you lots of questions. It's important to be open and honest when answering, even if a topic makes you a bit uncomfortable. Your care providers are there to help you, not judge, and they need complete information so they can make sure you get the best treatment for your condition.
3 Ask lots of questions	Make sure you understand your diagnosis, treatment and recovery plan. If you have questions about a treatment or test being given, feel free to ask the reason for the procedure or what will take place. If you don't understand something or need it repeated, it's okay to ask for it to be explained as many times as you need to feel that you do understand.
4 Bring a family member or friend	Many patients find it helpful to ask a loved one to be there while they talk to their care team. This person can help listen and write down important points for you.

Your Health Care Team

You will meet many members of your health care team during your stay and each has a different role in your care. Your doctor, also called the attending physician, will be in charge of your care while you are here. Your doctor will examine you and work together with the rest of your health care team. Your doctor orders any medicine, tests or treatments needed and might refer you to other specialists here or in the community when you are well enough to go home.

Your nurses and nurse practitioners work closely with your doctor and other members of the health care team. Nurses work on rotating 12-hour shifts and you will likely have more than one nurse during your stay. Each nurse will

have a clear understanding of your situation. During your stay, nurses provide 24-hour care and assistance.

Your health care team works together and includes you and your family, other specialists such as social workers, physiotherapists, occupational therapists, respiratory therapy, dietitians, speech language pathologists, and diagnostic imaging technicians, just to name a few. Our staff and professional staff have specialized knowledge to help diagnose and treat you. We are also a teaching hospital, which means we train new health care professionals, called medical learners. You may be assessed or treated by medical learners, who work under the supervision of your doctor, nurse or specialist.



Patient Safety

Trillium Health Partners is committed to providing a safe environment for every patient who comes to our hospital. Our aim is to ensure that no one is harmed through an unintended event when receiving care. Trillium Health Partners promotes a culture of safety and encourages staff to report incidents in our electronic incident reporting system to facilitate appropriate follow up, and for the organization to learn and make improvements.

We encourage patients and families to speak up when they have safety concerns. If a patient safety incident occurs, such as a fall or a medication error, we take this seriously and encourage patients, staff and visitors to report it to the manager of the respective area. We disclose the incident to the patient or substitute decision maker, and share the actions taken to address the situation.

Security & Fire Life Safety

The Security & Fire Life Safety team is comprised of compassionate individuals who are committed to providing a safe, secure, and accessible environment.

Security provides services such as:

- People-centred approach to customer service
- Emergency response
- SafeWalk Program
- Centralized Security Dispatch Operations across THP
(905-848-7678)
- Ensuring the Organization's policies & procedures are adhered to
- Enforcement of municipal, provincial, and federal legislation

Compliments and Concerns

If you have a question, concern, compliment or suggestion about the care you are receiving, please speak directly with your care team or ask to speak with the manager. The Patient Relations team is also available to support you and your family during your stay. Your feedback is confidential and your concerns are treated in a supportive and respectful way. Our goal is to support our patients and family

with compassion and dignity and to ensure that your experience is a positive one. Our office is open Monday to Friday, 8:30 a.m. to 4:30 p.m. You can contact Patient Relations by phone or email:

Credit Valley Hospital / Mississauga Hospital / Queensway Health Centre

Tel: **(905) 848-7164**

E-mail: Patient.Relations@thp.ca

We invite you and your family to be our partners in care — contact Patient Relations to ask about our Patient and Family Partner Program.

Preventing Infections

PLEASE WASH YOUR HANDS!

Use alcohol based hand rub or wash your hands with soap and water for minimum of 15-20 seconds



Health care providers are required to sanitize their hands before and after seeing patients and should wear gloves for tasks such as handling body fluids



Visitors – if you are feeling unwell, please stay home and visit when better



UNIVERSAL MASKING

You may be asked to wear a mask during your visit/stay. This is to help keep everyone safe and to minimize transmission during times when respiratory activity is high.



SPECIAL PRECAUTIONS – ISOLATION

You may have a condition that requires isolation. We will inform other patients, staff and visitors of the appropriate precautions to take (e.g. protective gown/mask, sign on your door).



Managing Your Pain

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart. A rating of 0 means no pain. A rating

of 10 means the worst pain you've ever had. There are many ways to control pain beyond taking medicines. Discuss your pain and options for reducing it with your health care team.

Wong-Baker FACES® Pain Rating Scale



0

**No
Hurt**



2

**Hurts
Little Bit**



4

**Hurts
Little More**



6

**Hurts
Even More**



8

**Hurts
Whole Lot**



10

**Hurts
Worst**

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Your Medication

Your Identification Will Be Confirmed for Procedures and Medications

When you're admitted to the hospital, we give you an armband with your name, date of birth and hospital number. This armband must be worn at all times during your hospital stay to ensure your safety. Staff members will always check your armband before giving you any medicine or performing any test or procedure and may also ask for your name and date of birth. Please be patient when your identity is verified often — it is for your own safety. For surgical procedures, you should always confirm which procedure you are having and where on your body it will take place. The area of your procedure should always be marked prior to surgery, when possible.

If you leave your room for anything other than a test or procedure, please let the nurse know where you will be.

Understanding Your Medications

While you're in the hospital, your medicines might change. Learning about any new medications your doctor has prescribed for you is very important to your recovery. Please ask your care team any questions you may have to ensure you understand the newly started medications. During your first day in the hospital, we ask you to tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking. We will also ask about any allergies or bad reactions you may have to medicines, foods or supplements. While you are in the hospital, do not take or use any medications on your own. Ask your nurse, doctor/midwife or pharmacist for any clarification or instructions regarding your medications.

Five Important Questions to Ask About New Medication

- 1 What is the name of the medicine and why am I taking it?
- 2 When and how do I take it and for how long?
- 3 Are there foods, drinks and activities I should avoid while taking this medicine?
- 4 Are there side effects? What should I do if I experience them?
- 5 Will this new medicine work safely with other medicines I already take?

How to Stay Well While You're Here

Staying Active

Staying active while you are a patient helps promote recovery and makes your transition home easier. To prevent the negative effects of bed rest and immobility, ask your nurse, physiotherapist or doctor which activities you can safely do. Some examples include:

- Spending time out of bed or sitting in a chair for meals;
- Performing your own hygiene, such as bathing and grooming;
- Using the bathroom on your own, when you are able;
- Going for walks in the hallway, with supervision and/or equipment as needed.

Preventing Injuries from Falls

While in the hospital, you may be at a higher risk of falling because illness, surgery and medicines can weaken muscles and/or affect your balance and judgment. During your stay, we will ask you about your history of falls and assess your risk of falling. Ask your nurse about your risk of falling and what measures are being taken to help reduce it.

To reduce your likelihood of falling:

- Use the call bell to get assistance before you get up, if you need it;
- Always wear non-slip slippers or shoes;
- Get up slowly;
- Before standing, sit on the edge of the bed for a few minutes;
- Make sure you have a clear path to your chair or the bathroom before getting up.

Consenting to Surgery and Other Procedures

Before undergoing any surgery or procedure, informed consent will be sought from yourself or your substitute decision-maker if you lack capacity to consent on your own behalf. Before providing consent, you should receive information about the surgery or procedure, the risks and benefits, expected side effects, and alternatives. Please ask any questions you have. You may be asked to sign a consent form. Read it carefully and make sure it has your correct identification information, as well as the right information about the kind of surgery or procedure you will have.

Keeping your Skin Healthy: Pressure Injury Prevention

Skin injuries can happen to anyone. Pressure injuries also known as bedsores are injuries to the skin and underlying tissues resulting from constant pressure that can lead to serious complications. Be mindful of your risk factors which include: Limited mobility, poor nutrition and hydration, age, a loss of sensation, moist skin and medical devices. Warning signs of a pressure injury include skin redness or discolouration, tenderness or pain, blistering, or broken skin. Your care team will check your skin regularly. To reduce your risk, you and your family can ensure your position is changed frequently, your clothes and bedding is dry, you sit up for meals as tolerated, and you inspect your skin regularly for any warning signs of a pressure injury.

Cardiopulmonary Resuscitation (CPR)

CPR is a group of treatments administered when a person's breathing stops or when the heart stops beating. In most hospitals, CPR is provided unless there is a prior decision to withhold CPR. Talking with your doctor and healthcare team and those close to you can help you make a decision about receiving CPR. Some people are more likely to benefit from CPR than others. If you are generally healthy, CPR may offer you the chance to return to your usual activities. Some people, however, are unlikely to benefit at all. In those instances, CPR may do more harm than good. A decision not to have CPR does not affect any other medical treatment decisions.



It's Your Choice: Advance Care Planning

Have you thought about how you would want to be cared for if you became seriously ill, were in a coma, or couldn't do things for yourself? What do you value most? What brings quality or meaning to your life? Who would speak for you if you were unable to speak for yourself (i.e., who would act as your substitute decision maker)? We recommend that you discuss your wishes with your substitute decision maker (SDM), family members and your healthcare team. You may want to consider appointing someone to be your substitute decision-maker and writing down your wishes in a Power of Attorney for Personal Care document. To ensure you receive the kind of care you want, bring a copy of this Power of Attorney for Personal Care to the hospital any time you are admitted.

Organ and Tissue Donation

Gifts of organs and tissue can help sustain or improve the quality of life for many people, especially those who are seriously ill. Trillium Health Partners collaborates with the Trillium Gift of Life Network to facilitate organ and tissue donations. You can express your wishes related to organ and tissue donation by registering online through the Trillium Gift of Life Network website giftoflife.on.ca or by signing a donor card. You should inform your loved ones about your wishes so they are aware and can support your wishes in the future.

Hospital Emergency Codes

What is any emergency code?

Emergency codes are used to let hospital staff know of a situation needing immediate attention. Codes are announced over the hospital's public address (PA) system. This allows trained hospital personnel to respond in a fast and appropriate way. Different colours stand for different types of emergencies (e.g. code red means there is a possible fire or smoke).

What do I do if I hear an emergency code being called over the PA system?

- Remain calm and where possible, avoid the announced area where the code has occurred.
- Remain with family or caregiver if you are in the area where the code has occurred.
- Wait for instructions. Staff in the area will guide you if there is any change in your care.

What do I do if I witness an emergency or am involved in one?

- Remain calm and alert any hospital staff member by calling out for help.
- If you cannot find hospital staff, dial **5555** from any hospital phone and describe the emergency situation as best as possible to the staff over the phone. Trained staff will arrive and take necessary action.

Trillium Health Partners is committed to promoting and maintaining a safe environment for our patients & families, visitors, and staff. Witnessing a code or being involved in one can be distressing, so please connect with your care provider if you require additional support. For more information, please speak with the Patient Care Manager on your floor.



During Your Stay

You have been admitted to the hospital based on your condition. While you are here, some or all of your care may take place outside of a regular hospital room, but you will continue to receive the same level of safe, high quality care from your health care team when you are there.

Your Hospital Bed

Beds can be fully adjusted for sitting up or reclining. Bedside rails have controls for the bed, TV and a nurse call bell, accessible via a control box. If you need an additional pillow or more blankets, please ask your nurse.

Your Meals

Breakfast is served between 7:45 a.m. and 9 a.m.; lunch is served between 11:45 a.m. and 1 p.m. and dinner is served between 4:45 p.m. and 6 p.m.

Your physician or dietitian will order a diet type for you based on your medical condition (e.g. cardiac, diabetic, etc.). Please let your nurse know of any allergies or special dietary needs such as vegetarian, Halal or reduced lactose. If you are not tolerating your diet, let your nurse know and they may request a referral to a Registered Dietitian. Our food service staff at Credit Valley and Mississauga Hospitals will call or visit to obtain lunch and dinner bedside meal

selections one day in advance for most patients. Let them know about any food likes or dislikes you may have. If we are not able to see you, your meal will be selected based on your diet type and allergies.

Communication Tools

Whiteboard

Your room has a whiteboard that you can see from your bed. It will be updated daily by your nurse, at every shift change, and when new information is available. It will display your goals for the day. **You and your family can also use it to ask questions and share important information with your health care team.**

Call Bell

Your bed has a call bell, which should be placed where you can easily reach it. When you push the call bell button, the team will be alerted and someone will check on you as soon as possible.

Photography and Other Recordings

For the comfort and privacy of other patients and staff, please do not take photos, videos or other recordings without their permission.

Your Family and Friends

We know that the support of your family and friends is important whenever you need it as you recover, and that is why we welcome them every day, at all hours.

Visiting is based on the condition, care needs and wishes of each patient. That's why visiting frequency may vary between patients and from one day to the next. We encourage your friends and family to check with your health care team about what visiting times are best. Children are welcomed and should be supervised by an adult who is not the patient.

Visiting may be interrupted to provide appropriate patient care and may be restricted to protect the privacy of other patients or to maintain safety.

Overnight Visitors

If your visitors are staying with you between the hours of 9 p.m. and 6 a.m., they can enter through the designated after-hours entrance. We ask all visitors to respect the needs of our patients to have a quiet, restful space for healing by minimizing noise while on a patient care unit.

What You May Need When You Are Here

While you are in the hospital, we encourage you to leave any valuables safely at home. There are some things you might need or want from home to make your stay more comfortable and your care more effective. Asking a family member or friend to bring any or all of these items can be helpful while you focus on your recovery. Some items can also be purchased at our gift shops or from neighbourhood shops.

- Keep clothing in your room closet, bedside table or suitcase.
- Keep eyeglasses, dentures and/or hearing aids in their containers to protect them;

If you lose something while you are here, contact the unit(s) that you were on during your hospital stay. Staff there will search for your belongings and follow up with you directly.

Personal Items and Valuables

We urge you to leave valuables such as jewelry, ID, credit cards, cash, etc., at home. To keep personal items secure, we recommend you:

- Leave your personal belongings with a family member or friend;

Please remember, the hospital is not responsible for lost patient belongings or valuables.

You may need the following during your stay:

- Ontario Health Card (OHIP)
- Private health insurance information
- A list of all medications you are taking right now, including over-the-counter medicines, herbal remedies, vitamins, and diet pills. (Please bring in your labeled pill bottles so we can double-check them with your list. If you have an aerochamber or CPAP machine, please bring these with you.)
- Pajamas and other comfortable clothes
- Diapers for children and babies
- Favourite toys and blankets for children
- Shoes that fit well or non-slip slippers
- Undergarments
- Toiletries
- Eyeglasses, contact lenses, hearing aids (remember to bring the case)
- Denture cups and supplies
- Walker, cane, crutches, braces — if you need and use them, as well as your fitting device
- Updated emergency contact details
- Charging devices for any of your personal devices
- Small bills or coins for snacks



Questions about your stay?

If you have any questions about your care or our services, please speak to a member of your care team, such as your nurse or physician, or scan the QR Code to visit the **Patient Support** page on our website.



In-Room Services

* Available for an additional fee

	<p>Room Telephone*</p> <p>While you are at Trillium Health Partners, you have access to a telephone in the room to stay connected with family members. This is a billable service, if you do not wish to use this service please advise the Accommodation Specialists at time of admittance at the hospital site.</p> <ul style="list-style-type: none">• For calls outside of the hospital, please dial '9' first;• For access to long distance calls outside GTA, please request from the Accommodation Specialist onsite (Credit Valley Hospital - Ext. 81 5725 or Ext. 82-6353 Mississauga Hospital)• For the operator, collect and long-distance calls, please dial '0'.
	<p>Internet Access (WiFi)*</p> <p>While you are at Trillium Health Partners, you can stay connected using THP's Internet access via WiFi</p> <ol style="list-style-type: none">1. From your computer or smart device search for all available Wifi networks2. Connect to THP's WiFi by selecting "THP_Patient_WiFi"3. There is no password required, once connected you can browse and access Internet based services
	<p>Television*</p> <p>Cable television service is currently offered to patients where TVs are available and functioning</p>
	<p>In-Room Alerts</p> <p>Each patient room has different ways to alert staff about your care and safety. Examples of alerts can include heart monitors, bed alarms or medicine pumps. If no one answers an alarm after a short period of time, please tell a nurse or push your call bell for help.</p>
	<p>Room Cleaning</p> <p>Housekeeping staff will disinfect your room and bathroom on a regular basis. Standard cleaning practices include cleaning the surfaces in your room, such as your bed rails and over bed tray. If you find your room in need of cleaning, please notify your nurse or press the call bell.</p>

Preparing To Go Home

Most people do not want to stay in the hospital any longer than they need to. Once you no longer need hospital care, the best place for you to recover is at home with the support you need.

When will you go home?

- Your doctor or nurse practitioner will discharge you from the hospital when you are medically stable.

Be sure you understand:

- The reason for your admission and any follow-up appointments;
- Any diet or activity restrictions;
- Any danger signs to watch for after your discharge;
- Changes to your medications;
- Who to call with questions;
- Any community services that you might need to access.

What should you do to prepare?

- Please arrange to have someone pick you up on the day that you are discharged;
- Make a list of what you will need before you leave the hospital;
- Your nurse will review any instructions and prescriptions with you – make sure you clarify any questions you may have.

What can you do to help?

- We encourage you to be an active participant in patient education offered by your health care team, as they will help you learn to manage your health care needs;
- Being an active partner in planning for your return home will allow you to do so safely and in a timely way.

Support at Home

Home and Community Care Mississauga Halton

Home and Community Care (formerly CCAC) connects you to the services you may need by providing health care at home, at school and in the community. Home and Community Care helps you maintain independence in your home with dignity and also connects you to the right long-term care placement when living independently is no longer an option. They are also a resource for community based services like meal delivery, transportation and day programs.

To find out more, talk to your health care provider about this service or contact Home and Community Care directly. They are open seven days a week, 365 days a year.

Call **310-2222** (no area code required) or visit **www.healthcareathome.ca/mississauga-halton/**.

Before You Leave

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

Follow-up with your doctor or nurse practitioner after you are discharged from the hospital

It is important to get follow-up care after you leave the hospital. Please make an appointment to see your doctor or nurse practitioner within **seven** days of discharge. Your doctor or nurse practitioner will want to review the hospital's diagnoses, tests and recommended treatments. Take all of the medications prescribed by the hospital, as well as all of your current medications. You should also take along a record of all follow-up appointments for further tests or specialists. This visit with your doctor or nurse practitioner is essential to your health and recovery.

How to Find a Regular Health Care Provider

Health Care Connect: 1-800-445-1822

This is a program that will help Ontarians without a regular health care provider to find one in their community. It identifies family doctors or nurse practitioners who are accepting patients and links them with people who are currently without such a provider. Call to register with the program.



Patient Services and Food Options

There are many services and food options available to you at our hospital sites. This section provides information about some of our most requested services.

PHARMACIES

Trillium Health Partners owns and operates its pharmacies at Mississauga Hospital, Credit Valley Hospital and Queensway Health Centre with all proceeds going back to our hospital:

GURU NANAK DEV PHARMACENTRE

Credit Valley Hospital Atrium

Monday – Friday 9am-6pm

Saturday, Sunday, Holidays:
CLOSED

MISSISSAUGA HOSPITAL PHARMACENTRE

Main level by elevator B

Monday – Friday 9am-5pm

Saturday, Sunday, Holidays:
CLOSED

QUEENSWAY HEALTH PHARMACENTRE

Main level

Monday – Friday 9am-5pm

Saturday, Sunday, Holidays:
CLOSED

TRILLIUM HEALTH PARTNERS GIFT SHOPS

Our gift shops offer a diverse selection of giftware, flowers, cards, clothing, personal care items and more. *Note: to order flowers from the gift shop for a patient or staff member, please call each of our locations. Visa and MasterCard are accepted.*

CREDIT VALLEY HOSPITAL:

The Shop at the Valley is located on the main floor, opposite the Good Earth Coffeehouse.

(905) 813-2200 Ext. 6224

MISSISSAUGA HOSPITAL:

The gift shop is on the main floor, close to the main entrance.

(905) 848-7100 Ext. 7135

QUEENSWAY HEALTH CENTRE:

The gift shop is on the main floor, next to the Trillium Way Lobby.

(416) 259-6671 Ext. 5166

FOOD OPTIONS

A variety of food options is available across our three hospital sites:

CREDIT VALLEY HOSPITAL:

- Tim Hortons
- Good Earth Coffeehouse
- Pumpernickel's
- Pita Lite
- INS Market
- Subway
- Fusia Asian Kitchen

MISSISSAUGA HOSPITAL:

- Tim Hortons
- Good Earth Coffeehouse
- INS Market
- Pumpernickel's
- Bento
- Pita Land

QUEENSWAY HEALTH CENTRE

- Tim Hortons
- Additional options available across the street at Sherway Gardens Shopping Centre

*Options subject to change without notice

SKYLIGHT MARKET KIOSK VENDORS

The Skylight Market Kiosk vendors are located on Level 1, outside the Skylight dining room at Credit Valley Hospital. Vendor spaces are also located at Queensway Health Centre in the Main Floor Atrium and at Mississauga Hospital on the ground floor, just inside the cafeteria doors. Vendors are booked daily from Monday to Friday, 8am – 4pm, selling a variety of merchandise such as clothing, jewellery, uniform scrubs and décor items.

Spiritual and Supportive Care and Ethics

Our Spiritual and Supportive Care practitioners work as members of the health care team to provide support such as:

- Counselling for you and your loved ones when you are overwhelmed by your illness, a crisis or end of life and support from a spiritual perspective;
- Acting as a resource for patients' religious and spiritual values in relation to their treatment;
- Connecting patients, families and staff with community faith leaders who can support them from a religious and spiritual perspective;
- Providing a spiritual perspective in ethical decision making;
- Providing religious information and literature

We have sacred spaces for prayer, quiet reflection and meditation, and they are available 24 hours a day. A volunteer can escort you there.

Credit Valley Hospital:

The meditation room is located on the main level diagonally across from the gift shop in the main lobby.

Mississauga Hospital:

An interfaith prayer room is located on the main floor beside the B elevator and the pharmacy.

Queensway Health Centre:

A chapel is located by the gift shop. A Muslim prayer room is located beside the Streetsville room on the main floor.

Our team of Spiritual and Supportive Care practitioners consists of university-accredited professionals who are also Registered Psychotherapists.

You can call our office at **(905) 813-3984** between 8 a.m. and 4 p.m., or ask a member of your health care team to have us paged.

Ethics Resources

Ethics is about doing the right thing. Everyone has a role to play in ensuring the ethical delivery of health care. Anyone at Trillium Health Partners, including patients or family members, may request an ethics consultation. It may be helpful to do so when:

- There is uncertainty about what decision should be made;

- There are differences of opinion about what decision should be made; or
- There are questions about the ethical and legal aspects of a decision.

An ethicist is available for consultation seven days a week from 9 a.m. to 5 p.m. at **ethics@thp.ca** or **(905) 848-7580 Ext. 3811**.

Personal Health Information and Privacy Office

Trillium Health Partners takes steps to protect your personal health information (PHI), and collects and uses it for your health care. We may share your PHI with others within your “circle of care” unless you withdraw consent. We also collect, use and disclose PHI for other purposes permitted by law including quality improvement, risk management, or if you give express consent. You have the right to access your PHI and request corrections. See our statement of information practices (found on our website and posted throughout the hospital) for more details.

If you provide Trillium Health Partners with information about your religious affiliation, you consent to the hospital providing your name and location in the facility to a representative of your faith unless you indicate otherwise.

Privacy Office Contact

If you have any questions, concerns or complaints about your privacy, please contact the privacy office at **(905) 848-7580 Ext. 7548**, or e-mail **privacy@thp.ca**.

Your Health Record

How do I Request a Copy of My Health Record?

Patients are entitled to access their health information. All requests must be made in writing by completing the Release of Information Form. Visit our website for more information or visit the Release of Information office at Credit Valley Hospital and Mississauga Hospital sites during the business hours of 8 a.m. and 4 p.m., Monday to Friday

You can also contact us at **(905) 848-7181** or via email at **ReleaseOfInformation@thp.ca**

Release of Information Office Locations

Credit Valley Hospital:

Room 1F648 on the ground level, in Block F.

Mississauga Hospital:

Room 1368, which is within Health Information Management (HIM)-Room 1370 on the main floor, immediately south of and adjacent to Employee Health, Safety and Wellness, and south of elevator D.

Special Services, Accessibility and Parking

Trillium Health Partners strives to eliminate barriers that might limit equitable and accessible care for our patients and their families, in compliance with all relevant laws and regulations, including the Accessibility for Ontarians with Disability Act (AODA) and the Ontario Human Rights Code. We are committed to fostering a safe, healthy,

positive and inclusive environment that respects the personal worth, dignity and diversity of each individual, and strive to eliminate barriers to services and information at Trillium Health Partners.

Should you have any accessibility accommodation needs, please advise our staff at the point of registration or appointment booking.

	<p>Accessible Information</p> <p>Trillium Health Partners has a variety of formats to support information dissemination and dialogue with persons with disabilities. Accessible formats and communication supports will be determined in consultation with each individual. If you require access to information posted on our website in an accessible format, please contact Communications & Public Affairs at (905) 848-7580 Ext.7538 or public.affairs@thp.ca.</p>
	<p>For the Hearing Impaired</p> <p>Accessible telephones are available throughout the hospital.</p>
	<p>Sign Language Interpreter</p> <p>If you require a Sign Language Interpreter, please inform any member of your health care team and we will arrange one for you. There is no charge for this service.</p>
	<p>Language Interpretation Services</p> <p>If you or a family member needs an interpreter, please speak with your health care team so one can be arranged for you. There is no cost for this service.</p>
	<p>Service Animals</p> <p>Your service animal is welcome to accompany you to your appointments. Speak to any member of your health care team to help ensure that your service animal can be accommodated and that the appropriate arrangements are made. Please note that there may be situations (e.g. within surgical areas) where alternate plans need to be made, but every effort will be made to accommodate the use of your service animal.</p>

Do you know?



Trillium Health Partners provides language interpretation services in over 240 languages, including American Sign Language, at no cost to patients.

If you would like an interpreter, please speak with your care team.

هل تعرف؟ 您知道吗？

يعمل شركاء تريلوم للخدمات الصحية على تزويد خدمات الترجمة في أكثر من 240 لغة، بما في ذلك لغة الإشارة الأمريكية، بدون أي تكلفة للمريض إذا كنتم بحاجة لمترجم شفهي، يُرجى التحدث مع فريق الرعاية الصحية الخاص بكم.

Trillium Health Partners 免费为患者提供 240 多种语言的口译服务，包括美国手语。

如果您需要口译员，请与您的护理团队联系

您知道吗？

Trillium Health Partners 免费为患者提供 240 多种语言的口译服务，包括美国手语。

如果您需要口译员，请与您的护理团队联系。

手指您的语言，我们会为您接入相应口译员。

¿Lo sabía?

Trillium Health Partners brinda servicios de interpretación en más de 240 idiomas diferentes. Estos incluyen el lenguaje de señas americano. Este servicio es gratuito para los pacientes.

Si desea contar con la ayuda de un intérprete para comunicarse, póngase en contacto con su equipo de atención médica.

Czy wiesz że?

Trillium Health Partners świadczy usługi tłumaczeń w ponad 240 językach, włączając w to amerykański język migowy, bez dodatkowych opłat od pacjentów.

Jeśli potrzebujesz tłumacza, poinformuj o tym swój zespół opieki.

Você sabia?

O hospital oferece serviços de interpretação em mais de 240 idiomas, incluindo a língua gestual americana, sem nenhum custo para os pacientes.

Se quiser um intérprete, fale com a sua equipa de saúde

کیا آپ جانتے ہی

اگر آپ کو انگریزی زبان نہیں آتی تو ٹریلیم ہیلتھ اور اس کے شرکاء اب مریضوں کو 240 سے زیادہ زبانوں بشمول اشاروں کی زبان میں مترجم کی - سہولت بلکل مفت میسر کرتے ہیں

اگر آپ کو مترجم کی ضرورت ہے تو براہ کرم اپنی دیکھ بھال کرنے والی ٹیم سے بات کریں

Quý vị có biết?

Trillium Health Partners cung cấp dịch vụ thông dịch trên hơn 240 ngôn ngữ, kể cả Ngôn Ngữ Ký Hiệu Hoa Kỳ, miễn phí cho bệnh nhân.

Nếu quý vị cần thông dịch viên, hãy hỏi nhóm chăm sóc sức khỏe của quý vị

ਕੀ ਤੁਸੀਂ ਜਾਣਦੇ ਹੋ?

ਟ੍ਰਿਲਿਅਮ ਹੈਲਥ ਪਾਰਟਨਰਸ ਮਰੀਜ਼ਾਂ ਨੂੰ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਦੇ, ਅਮਰੀਕੀ ਸਾਈਨ ਲੈਂਗਵੇਜ ਸਮੇਤ 240 ਤੋਂ ਵੱਧ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਦੁਭਾਸ਼ੀ ਦੇ ਦੀਆਂ ਸੇਵਾਵਾਂ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਨ। ਜੇਕਰ ਤੁਸੀਂ ਦੁਭਾਸ਼ੀ ਦੇ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਦੇਖਭਾਲ ਟੀਮ ਨਾਲ ਗੱਲ ਕਰੋ।

Parking

A parking garage or lot is located near each hospital site. Discounted (multi-day) parking passes can be purchased at the parking office.

Directions to the parking office:

- **Credit Valley Hospital:**

Across from the emergency entrance, within the surface lot beside the P1 parking garage.

- **Mississauga Hospital:**

North side of the parking garage, ground floor.

- **Queensway Health Centre:**

East side of the property, within the parking lot outside of the east entrance/Trillium Way.

A courtesy shuttle service is available between our three sites and walking security escorts are also available 24/7.

Your Hospital Bill and Insurance Information

Billing and Additional Charges

During your stay/visit with us, there may be charges that are not covered by your insurance company/plan. Examples of items that are not paid for by the Ontario Hospital Insurance Program (OHIP) include:

- The cost of walking aids, including crutches, canes or walkers, braces (back, upper extremity, lower extremity), assistive aids (reachers, long-handled shoehorns, elastic shoelaces) and therapeutic equipment (theraputty). For bracing, some devices are partially covered by the Assistive Device Program (ADP) and our orthopaedic technicians will help you with the application for funding;
- The cost of services to patients without valid provincial or federal insurance plan;
- The cost to stay in a semi-private or private room;

- Copay/full cost of ambulance services;

Please note, your account should be settled before you leave the hospital, if not you will receive a statement and reminder calls of your outstanding balance.

Trillium Health Partners' patients and families may pay their hospital bills:

- Online – www.thp.ca
- By automated telephone services at **1-877-377-1152**
- Online Banking

By mail cheque or money order payable to Trillium Health Partners:

ATTN: Patient Accounts, 150 Sherway Dr. Etobicoke, ON M9C 1A6

- In person at the Cashier's Office Monday to Friday, 8:30 a.m. to 4:30 p.m.

Giving Back to Your Hospital

We rely on community support to enable the exceptional, compassionate care we are known for. Giving thanks is a very personal gesture and we offer several ways for you to show your appreciation for the hospital and staff that took care of you or a loved one.

Volunteering

Our volunteers are an integral part of the hospital and can be identified by a teal volunteer vest. They support the delivery of quality, compassionate health care to our patients and bring a wealth of knowledge and experience, along with a community perspective. Becoming a volunteer is easy!

Visit our website's Volunteer to Make a Difference section for more information:



TrilliumHealthPartners.ca/Volunteers

**Investing in your Community
is an investment in yourself!**



Give Back to Your Hospital, Your Way

We rely on community support to enable the exceptional, compassionate care we are known for. Giving thanks is a very personal gesture and we offer several ways for you to show your appreciation for the hospital and staff that took care of you or a loved one.



Make a Donation

Every donation helps provide patients in the West GTA access to high-quality care, close to home. Whether you make a one-time gift, provide a monthly donation or thank health care workers through our Honour a Health Care Champion program, every dollar has a huge impact.



Volunteer your Time or Sponsor an Event

From galas to golf tournaments, fundraising walks and more – there are many ways you can get involved through volunteering your time, becoming a sponsor or even hosting your own event.



Tell Others your Story

Inspiring patient stories, like yours, help illustrate the impact quality health care (and donor support) can have on the lives of people in our community.

Interested in sharing your health care journey? You can submit via our story portal or contact the Foundation directly. We can't wait to hear from you!

Get involved today

trilliumgiving.ca



Trillium
Health Partners
Foundation

Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.

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Trillium Health Partners' Locations

MAIN SITES

Credit Valley Hospital

2200 Eglinton Avenue West, Mississauga, ON L5M 2N1

T: (905) 813-2200

Mississauga Hospital

100 Queensway West, Mississauga, ON L5B 1B8

T: (905) 848-7100

Queensway Health Centre

150 Sherway Drive, Toronto, ON M9C 1A5

T: (416) 259-6671

SATELLITE SITES

Renal Care Centre

75 Watline Avenue Suites 121, 125 and 139

Mississauga, ON L4Z 3E5

T: (905) 813-4240

Adult Mental Health Services

2085 Hurontario Street, Suite 300, Mississauga, ON L5A 4G1

T: (905) 848-7586

Peel Behavioural Services

5770 Hurontario Street, Suite 101, Mississauga, ON L5R 3G5

T: (905) 712-4124

Infant & Child Development Services Peel

5770 Hurontario Street, Suite 104, Mississauga, ON L5R 3G5

T: (905) 568-3806

Reactivation Care Centre

200 Church St, York, ON M9N 1N8

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