

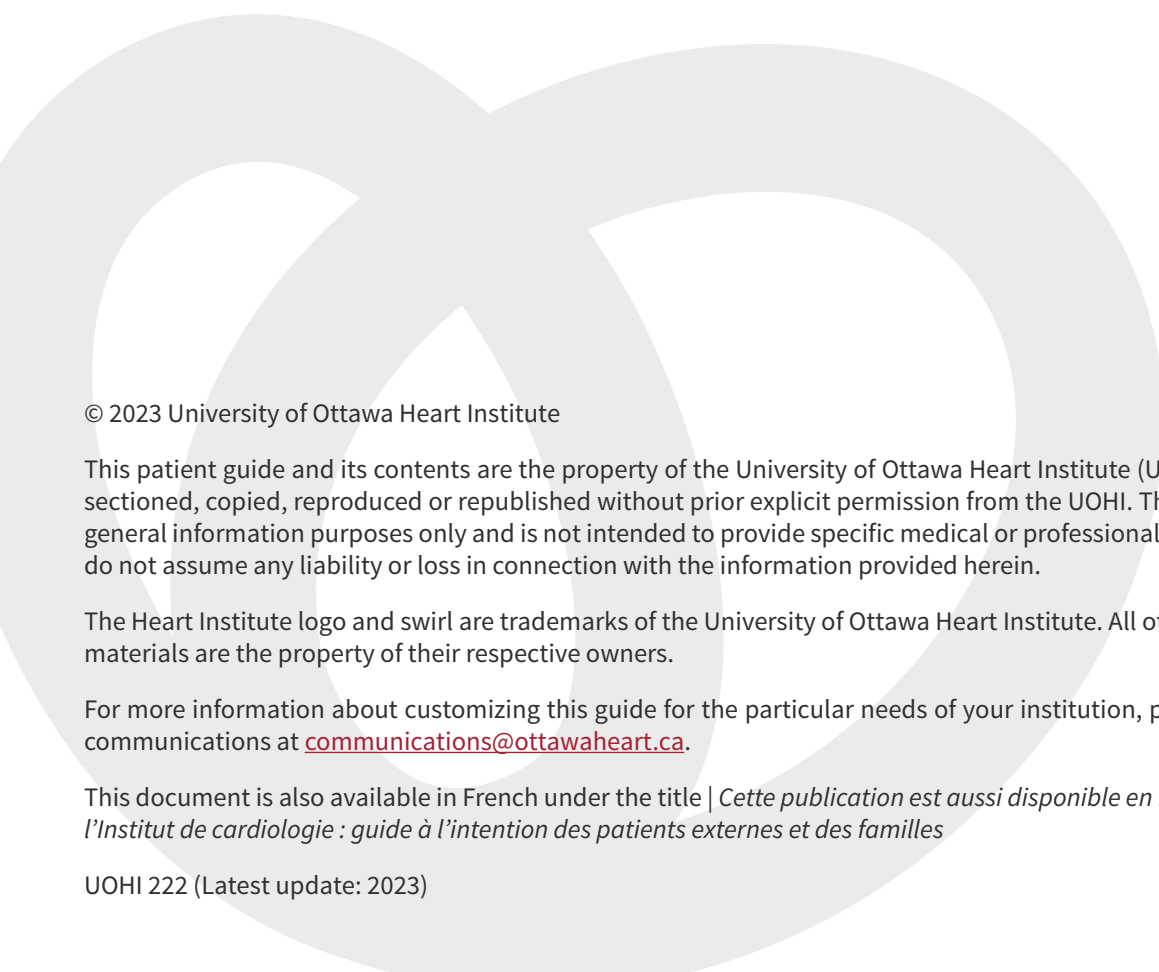


UNIVERSITY OF OTTAWA
HEART INSTITUTE
INSTITUT DE CARDIOLOGIE
DE L'UNIVERSITÉ D'OTTAWA

Welcome to the Heart Institute



A GUIDE FOR OUTPATIENTS AND FAMILIES



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For more information about customizing this guide for the particular needs of your institution, please contact the department of communications at communications@ottawaheart.ca.

This document is also available in French under the title | *Cette publication est aussi disponible en français sous le titre : Bienvenue à l'Institut de cardiologie : guide à l'intention des patients externes et des familles*

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THE UNIVERSITY OF OTTAWA HEART INSTITUTE AT A GLANCE

WHO WE ARE

The University of Ottawa Heart Institute is Canada's largest heart health centre. Our goal is to understand, treat and prevent heart disease through excellent patient care, research, and teaching. We care for the local, national, and international community and are leading the way into a new era in heart health.

OUR VALUES

Patients come first

- We provide the best cardiac care to all of our patients. We measure success by our ability to respond to the needs of the patients, families, and communities we serve.

Teamwork

- We work together in teams built on trust and respect. We share our ideas, knowledge, and information to understand, treat and prevent heart disease.

Excellence

- We believe that the best care is not possible without the support of research and education.
- We see change as an opportunity to do better, and we constantly measure the quality of the care that we provide so that we can reach the highest standards of safe patient care.
- We want to influence health care, education, and research nationally and internationally.

Integrity

- We are committed to transparency, honesty, and professionalism.

Partnering

- We seek to work closely with other health facilities, research institutions, universities, industry, government, and the private sector to provide better care to our patients and improve all areas of healthcare.

HELPFUL PHONE NUMBERS

CONTACT	PHONE NUMBER
Accounts office (billing/finance)	613-798-5555 ext. 14666
Cardiac Prevention and Rehabilitation	613-696-7068
University of Ottawa Heart Institute Foundation (charitable donations)	613-696-7030
General patient inquiries	613-696-7000
Health records	613-798-5555 ext. 18720
Nursing coordinator	613-696-7000 ext. 0
University of Ottawa Heart Institute Patient Alumni Association	613-696-7030
Patient relations (questions or concerns)	613-696-7000 ext. 19305
Prevention and Wellness Centre	613-696-7071
Quit Smoking Program	613-696-7069

PATIENT RIGHTS AND RESPONSIBILITIES

The University of Ottawa Heart Institute believes each person is a unique individual whose nature is physical, emotional, intellectual, spiritual and social. Each person is entitled to dignity and respect, regardless of circumstance or condition.

As a patient, I have the right to:

RESPECTFUL CARE

- Receive safe, compassionate and timely care, free from discrimination and abuse.
- Receive equitable care that considers my culture, background, language, sexual orientation, gender expression and identity.
- Expect that my values, wishes and beliefs will be included in care plan discussions, including end-of-life care.

BE INVOLVED

- Be fully informed of my diagnosis and treatment in a way I understand.
- Act as an equal partner in planning care that meets my needs.
- Learn about the hospital policies that apply to me.

COMMUNICATION

- Raise questions and concerns, knowing my care will not be negatively affected.
- Know the names and roles of all members of my healthcare team.
- Know who my main contact is and how to reach them.
- Ask for a second opinion.

CHOICES

- Choose a person to support me in making decisions about my treatment or care.
- Decide not to accept treatments recommended by my healthcare team. If I decide not to accept a treatment, I have the right to be informed of the risks.

PRIVACY

- Have my personal information and privacy respected.

As a patient, I have the responsibility to:

BE RESPECTFUL

- Do my part to help create a hospital environment that is free from discrimination or abuse.
- Respect the rights, privacy, property and diversity of staff, other patients and their families.
- Understand that the needs of other patients may sometimes be more urgent than my own.
- Respect the hospital rules and regulations.
- Understand that a treatment I ask for may not be provided if it is not recommended for medical or ethical reasons.
- Let my healthcare team know if I cannot attend an appointment.

COMMUNICATE

- Fully share information about my current condition, past illnesses, hospitalizations and medications.
- Take part in creating and carrying out my care plan to the best of my abilities.
- Ask questions if instructions are not clear or cannot be followed.
- Ensure my healthcare team and my substitute decision maker are aware of my wishes, values and beliefs in case I am unable to make my own health or personal care decisions (advanced care planning).

PARTICIPATE

- Take part in discharge planning for leaving the hospital.
- Settle my account for any costs not covered by my provincial health insurance plan.
- Leave non-essential valuables, such as jewelry, at home.
- Take care of my tablets and smart phones, and my assistive devices, like hearing aids and glasses. If I am incapable, my family caregiver will assume responsibility.

COMMUNICATING WITH YOUR CARE TEAM

Good communication is key to health care. We encourage you to ask questions and let us know about your concerns. Be sure to speak with your care team about your needs.

ASK

Before you meet with your doctor or healthcare provider, write down all of the questions you want to ask. Feel free to ask a family member or friend to help you make notes during your conversations with your healthcare providers.

If you are diagnosed with a condition or need to get a test or treatment, you should ask questions so that you fully understand your condition and how further tests and treatments will help you. Here are some examples:

- What tests or treatments are recommended for my condition?
- Why do I need to do this (test or treatment)?
- What will it involve?
- What new medications, if any, will I have to take?
- How long might I have to take them?
- Is there anything else that I can do to improve my condition?

If medication is prescribed to you, you should ask questions to your care team. Here are some examples:

- How will this medication help me?
- What are the possible side effects?
- How and when should I take this medicine?

LISTEN

Listen carefully to everything your healthcare team tells you. If you do not understand what your healthcare provider is telling you, ask for it to be repeated or explained until you feel that you understand. Sometimes, you will get a lot of information at once. It can be helpful to have a friend or family member with you to help listen and take notes.

TALK

It is important for the care team to understand your health status and your needs and preferences. Here are some tips to help you.

- Discuss your symptoms with your healthcare team.
- Help your care team learn everything about your health history. If you have any health conditions, or if a condition runs in your family, let them know.
- Talk about your medication and make sure you fully understand why you are taking them and how they will improve your health.
- If something does not seem right, tell a member of your healthcare team.

Information on this page is adapted from the Canadian Patient Safety Institute, Tips for Patients and Families (patientsafetyinstitute.ca).

PRIVACY AND PATIENT ADVOCACY

PRIVACY

During your stay, your healthcare team will collect information about you, which is stored in your health record. Some of the information that may be collected includes:

- Name
- Age
- Address
- Email address
- Phone number
- Health history
- Diagnosis and treatment
- Names of other healthcare providers
- Family history

The Personal Health Information Act (PHIPA) is an Ontario law that controls how we collect, use, and share any of the information that we collect about you. The University of Ottawa Heart Institute takes the protection of your privacy seriously. If you have any questions or concerns about the protection of your personal information, please contact our privacy office at 613-696-7000 ext. 14929 or by email at privacy@ottawaheart.ca.

If you would like to request access or make a change to your health record, please call our health records office at 613-798-5555 ext. 18720 for more information.

PATIENT ADVOCACY AND SAFETY CONCERNS

At the Heart Institute, our goal is to provide excellent care to our patients and their families. We welcome your feedback. If you or your family members have any concerns, general comments, or compliments regarding your care, we encourage you to speak to the clinical manager of the patient care area. If you have any concerns about your care that the manager of the area has been unable to resolve, please contact the patient advocacy office at ext. 19305 (or 613-696-7000 ext. 19305 if calling from outside the Heart Institute) or by email at quality@ottawaheart.ca.


SAFETY



MEDICATION SAFETY

- Understand your medication.
- Know if you are taking any high-risk medication and understand symptoms that you should be watching for.
- If you have recently started a new medication and are experiencing new symptoms, speak to your family physician, the clinic nurse or your pharmacist.
- Plan to use only one pharmacy, so the team gets to know you and can keep track of your medication.
- Schedule a “meds check” with your pharmacist to ensure that the pharmacy has an updated list of medication.
- Plan to repeat a “meds check” every six months.
- Report any medication side effects to your pharmacist or physician, as instructed by your healthcare team.
- Bring all medication and over-the-counter products (including vitamins and natural products) to every medical appointment unless your medical team instructs you otherwise.
- Carry a list of your prescribed medication in your wallet or purse.


PREVENTING A FALL



UNIVERSITY OF OTTAWA
HEART INSTITUTE
INSTITUT DE CARDIOLOGIE
DE L'UNIVERSITÉ D'OTTAWA

Are you at risk for Falls?

THE UNIVERSITY OF OTTAWA HEART INSTITUTE WANTS YOU TO STAY SAFE!



CHECK YOUR FALL RISK!

COMPLETE "STAYING INDEPENDENT" CHECKLIST

DO YOU HAVE FOUR OR MORE POINTS?

- 1 Discuss with your family physician
- 2 Review the home tips in "A GUIDE TO PREVENTING FALLS"
- 3 Bring family to visits
- 4 Get regular health check-ups
- 5 Stay active

FALL PREVENTION TIPS

These simple tips can help you prevent a fall:

CALL FOR ASSISTANCE OR HELP
If you feel unsteady or dizzy, call for assistance. Safety is a priority.

ALWAYS USE YOUR WALKING AID
Do not grab onto furniture or risk a step without your walking aid.

TAKE YOUR TIME
Give yourself time to reach your destination.
Do not rush to the bathroom, to stand up or to your clinic area.

SIT DOWN WHILE GETTING CHANGED
Sit down when changing into a gown, or when putting on pants, socks and shoes.

Adapted with permission from Sunnybrook Health Sciences Centre, 2013

THE OTTAWA HEART INSTITUTE HELPS WITH SAFETY!

WE WILL:

- Ensure your mobility aids are within reach
- Offer to help you
- Keep your family with you as much as possible
- Use non-skid wax
- Clean up spills quickly
- Check our hospital equipment regularly
- Work to reduce clutter
- Encourage use of eyeglasses, hearing aids and walkers/canes

This advice is not to take the place of a review with your family physician. This is intended to promote safe independence at all ages and staying active in a safe environment.

Sometimes treatments, procedures or medication can make you feel less alert or weaker than usual. You and your family can help keep you safe and reduce the risk of an injury. We offer some extra tips for you and your family or caregiver.

Remember to:

- Complete the "Staying Independent Checklist" (champlainhealthline.ca/healthlibrary_docs/StayingIndependentChecklist_En.pdf) and discuss your concerns with your family physician.
- Alert the health professional in a clinic or treatment room if you have any immediate concerns on the day of your visit.

Helpful things to remember:

- Wear stable, comfortable shoes (like running shoes) or slip-resistant socks.
- Call for assistance when getting up.
- Do not use unsteady items such as infusion poles, pumps, or tables to lean on.
- Use your cane, walker, or other aids at all times.
- If you have been lying down, sit up and count to ten before standing. Go slow.
- Stay safe. Be aware of where you are.
 - Is there water on the floor?
 - Is your walking path clear?

Know your body and tell someone if you notice any changes. For example, if you are more drowsy or dizzy, have new weakness, or are having memory or vision changes.

For families and caregivers:

- Assist your loved one to walk around when allowed. Ask first.
- Keep call buttons close (if available) and remind your loved one how to use it.
- Tell a health professional if you notice your loved one is more drowsy, dizzy or weak.
- Tell staff if there are spills or unsafe areas.

FIRE SAFETY PROCEDURES

Fire drills are held on a regular basis to ensure that staff members are well prepared for real-life emergencies. If you hear a fire alarm, staff may close your door and will give you instructions at that time. In the case of a fire, you and your family or visitors cannot use the elevators.

HAND WASHING

If your hands are visibly dirty, wash your hands with soap and water for 40 to 60 seconds. Otherwise, use hand sanitizer for 20 to 30 seconds to properly clean your hands. When cleaning your hands, make sure that you cover all surfaces of your hands, including your palms, between your fingers and the backs of your hands, fingers, and thumbs.

PREVENTING INFECTION

We promote frequent hand washing and the use of gloves to prevent the spread of infection. If you were admitted to a hospital or another healthcare facility in the last six months, we will test you for infections that are common in hospitals. We also test any patient who shared a room with a patient who has had a disease that is easily spread to others. We do the test by taking a culture swab from your nose, rectum, and any open areas on your skin. Your caregiver will give you information sheets and provide more detailed information if you need this testing.





SCENT-, SMOKE- AND VAPORIZER-FREE CARE

Patients, family members, visitors and employees are not allowed to wear scented products or washes, nor are they permitted to smoke tobacco or e-cigarettes inside the hospital or on hospital grounds. If you or your family or visitors want to smoke or vape, you must do so off hospital property. Individuals found smoking within nine metres of the hospital may be fined by the City of Ottawa. Please respect our smoke- and vape-free environment. We encourage you to tell your family and visitors about this policy.

VIOLENCE AND ABUSE

The University of Ottawa Heart Institute will not tolerate violent or abusive behaviour towards anyone on hospital property. Please help us keep the Heart Institute safe for our patients, visitors, staff, and physicians.

CELLULAR PHONES

We may ask you to turn off your cellular phone if you are in an area where they can interfere with the proper functioning of medical equipment. You are allowed open use of your cellular phone in our lobbies, waiting areas and private offices. However, it's important to consider confidentiality when you are speaking in a public space.

PATIENT SERVICES



ADDITIONAL HEALTH CARE SERVICES

Please speak to your physician or nurse if you are interested in having additional services for allied health (for example, a dietitian, psychologist, physiotherapist, social worker, occupational therapist, or speech language pathologist) or home care services. They will determine if you are eligible and set up a referral for you.

CARDIAC REHABILITATION

Cardiac rehabilitation is a program of education, exercise, counselling, and support that helps you make healthy living a part of your everyday life. The program also helps you understand how to take care of your own heart health, which can help prevent a future hospitalization.

For more information about the Heart Institute Cardiac Rehabilitation Outpatient Program, visit: ottawaheart.ca/outpatient-rehab-program.

NURSING COORDINATOR

The nursing coordinator is an experienced nurse who is responsible for patient teaching, family support, crisis management and coordination of patient activities at the Heart Institute. The nursing coordinator is on duty 24 hours a day and is available upon request to answer questions.

VOLUNTEERS

Several facilities and services at the Heart Institute are managed by volunteers. The volunteers assist and direct visitors, aid with communication between families and the healthcare team and help to ease emotional and personal stress. Heart Institute volunteers wear red jackets. Volunteer desks are located on the main floor lobby, outside of the elevators on the first and second floors and in the gift shop.

ETHICIST

Ethicists are available to help you, your family, or your health team if you are struggling with a decision related to your health care. Whether it is an ethical dilemma that makes you feel like you're doing something wrong or if you are feeling morally distressed because you don't have the power to change the situation, ethical issues are not an uncommon experience. The following are just a few examples of situations when an ethicist may be able to support you or your family:

- Withdrawal of treatment
- Refusal of treatment
- Problems related to consent and capacity
- Issues related to advance planning or power of attorney
- Making a plan of care
- Conflict
- End-of-life decision-making

If you would like to see an ethicist, please call 613-722-7000 and ask for the ethics consultation service.

ACCESSIBILITY

The University of Ottawa Heart Institute complies with the Accessibility for Ontarians with Disabilities Act, 2005. We have policies, practices, and procedures in place to provide goods and services to people with disabilities. We are committed to providing people with disabilities the same opportunity to access our services and to allow them the same benefit from the same services as our other patients.



INTERPRETATION AND SIGN LANGUAGE SERVICES

The Heart Institute can provide interpretation services for patients who do not understand either English or French, and sign language interpretation for patients who are Deaf, deafened, or hard of hearing. Please update your MyChart language preferences and advise a staff member if you need assistance accessing interpretation services.

POWER OF ATTORNEY

If you have prepared a document naming someone to speak on your behalf if you are unable to do so, or if you have a living will or an advance planning directive, please inform a member of your healthcare team as soon as possible after your admission.

If you do not have a power of attorney but wish to have one, please ask to speak with the social worker on your unit.

For instructions and forms for continuing power of attorney for property and personal care, visit publications.gov.on.ca/300975.

MEDICAL RECORDS

Your hospital medical record is a record of all care that you have received in hospital. The information contained in the record is confidential.

The Public Hospitals Act of Ontario states that patients have the right to request information related to their health record. Health records include clinical and medical records, lab results, CT scans and more.

To request access to your health record, please contact:

The Ottawa Hospital Health Records

1053 Carling Avenue
Ottawa ON K1Y 4E9
613-798-5555 ext. 18720

MYCHART

MyChart is a patient portal that lets you see key portions of your University of Ottawa Heart Institute health record from your home or using a computer or a mobile device (smart phone or tablet) to help you be more involved in your care. It is available to all University of Ottawa Heart Institute patients. Ask a member of your healthcare team how you can register for MyChart, or email the MyChart support team at EpicMyChart@ottawaheart.ca.

LOST AND FOUND

You may claim lost or forgotten belongings by calling security services at 613-696-7000 ext. 14888, or you can also check at the lobby desk located on the main floor of the Heart Institute.

TRANSPORTATION

Parking information

Parking is available in the P2 parking lot on Ruskin Street or in the P1 multi-level parking garage on Macfarlane Avenue. There is also limited city-operated metered parking on Ruskin Street. The hospital is not responsible for theft or damage to vehicles. Please ensure that you take your parking ticket inside with you to pay prior to exiting the building. The parking pay meter for the lot on Ruskin Street is located beside our Tickers Cafeteria.

Parking spaces are limited. Finding a spot can be challenging. Please allow plenty of time for parking.

Parking rates are based on a half-hour period with a maximum daily rate. You and your family or visitors may buy a daily pass with in-and-out privileges. You may also purchase a weekly or monthly parking pass by calling 613-696-7000 ext. 14987 (or 613-761-4987 if calling from outside the hospital).

Buses

OC Transpo line 55, 85, 86.

Taxis

A direct telephone line for taxi services is located on the main floor of the Heart Institute beside the main entrance (directly across from the ATM).

Para Transpo

A direct telephone line for Para Transpo is located on the main floor of the Heart Institute. When you walk through the main doors, the phones are located slightly to the left.

Wheelchairs

You can find wheelchairs at the main entrance lobby at 40 Ruskin Street. Wheelchairs are free for use within the Heart Institute.

WI-FI

Please connect to UOHI-Guest for free Wi-Fi access. There is no password or prompt after connecting to the access point.

AMENITIES

BANKING SERVICES

An automated bank machine (ATM) is located on the main floor in the Heart Institute lobby.

ELEVATORS

There are four elevators on the main floor accessible from the Heart Institute lobby. Your family members and visitors need to use one of the three rightmost elevators to access the patient care areas. The first elevator on the left only services the research wing of the Heart Institute as well as the Cardiac Device Clinic on the first floor.

GIFT SHOP

The Heart Institute gift shop offers a variety of giftware, stuffed animals, books, magazines, candy, and a limited assortment of personal care items.

Location

Main floor of the Heart Institute.

Hours of operation

Monday to Friday, 10 a.m. to 8:30 p.m.

Weekends, 1 p.m. to 4 p.m.



NEWSPAPERS

You may purchase newspapers from the machines outside the Tickers Cafeteria on the main floor of the Heart Institute.

PUBLIC PHONES

There are public phones on every patient floor. They are also located near the washrooms outside the Tickers Cafeteria on the main floor of the Heart Institute.

RETAIL FOOD LOCATIONS

CAFETERIA

A full selection of meals and snacks is available in the Tickers Cafeteria.

Location

Main floor of the Heart Institute.

Hours of operation

Monday to Friday, 7:30 a.m. to 3:30 p.m.

(Hours are subject to change. Check the schedule on the cafeteria door.)

TIM HORTONS

Location

Main floor of the Heart Institute (inside Tickers Cafeteria).

Hours of operation

Monday to Friday, 7 a.m. to 9 p.m.

Weekends, 7 a.m. to 7:30 p.m.

VENDING MACHINES

Vending machines are in the Tickers Cafeteria and on the S level (below the main floor) near the elevators. You will find a selection of cold beverages and snacks.

SUPPORTING PATIENTS

You, your family, and your care providers are partners in your health care.

- Bring your family members, caregivers and key learners in for appointments and education sessions.
- Make sure that you and your family are on the same care plan page.
- Feel comfortable to ask your care providers any questions.

EDUCATIONAL CALENDAR

The UOHI calendar (ottawaheart.ca/calendar) lists the dates and times of educational classes patients, families and caregivers may attend. These classes offer information about prior-to procedures, after procedures and maintenance of overall cardiac health and wellbeing.

PATIENT PARTNERSHIP GROUP

This group consists of elected patients, family members and staff whose role is to advise and participate in the quality of care for patient and family experiences. If interested in volunteering or partnering with us to provide feedback, please contact the quality, safety and risk office at 613-798-5555 ext. 19305, or by email at quality@ottawaheart.ca.

UNIVERSITY OF OTTAWA HEART INSTITUTE PATIENT ALUMNI ASSOCIATION

The University of Ottawa Heart Institute Patient Alumni Association enables former patients to maintain a relationship with the Heart Institute after discharge from hospital. The alumni educate and update members about activities within the Heart Institute and about the treatment of heart disease. The alumni support communication between heart patients and the University of Ottawa Heart Institute staff. To reach this goal, the alumni publish a semi-annual bulletin and host spring and fall lectures presented by cardiac specialists and other healthcare professionals. There are no membership fees to join. For more information, please call 613-761-4370, or email info@ottawaheartalumni.ca. You may also visit ottawaheartalumni.ca.



OTTAWA HEART SUPPORT GROUP

The Ottawa Heart Support Group is dedicated to reducing anxiety and emotional stress that often comes from having a cardiac event. The focus is on developing positive attitudes toward heart health care, enjoying life to the fullest, and supporting each other. The group meets on the third Monday of each month at 7:15 p.m. at the Heart Institute.

For more information, please call the group's leaders:

Mary Cameron: 613-835-2347

Michael Pinfeld: 613-258-5990

William Holland: 613-824-9563

WOMEN@HEART

Women@Heart is a peer support program led by women with heart disease for women with heart disease. The program aims to create a caring environment for women to learn from each other. For more information, please call 613-696-7071, or visit cwahc.ottawaheart.ca.

HEART WISE EXERCISE

The University of Ottawa Heart Institute has partnered with community organizations to provide you and your family with ongoing exercise options in a safe environment with staff who are comfortable working with heart patients. Exercise programs displaying the Heart Wise Exercise logo meet the conditions for safety and suitability for heart patients and those with other chronic conditions.

Heart Wise Exercise is available in Ottawa and throughout the Eastern Ontario region, as well as several other parts of the province. To find a location and program suitable for you, please call 613-696-7387, email heartwise@ottawaheart.ca, or visit heartwise.ottawaheart.ca.



GET INVOLVED

UNIVERSITY OF OTTAWA HEART INSTITUTE FOUNDATION

The Foundation raises funds to support patient care, education, and research.

Funds raised support the purchase of life-saving equipment, cardiovascular prevention and rehabilitation patient programs, and the Canadian Women's Heart Health Centre.

Your donations provide the tools and science needed to treat and prevent heart disease.

Ways you can help

Please give. Attend a Heart Institute Foundation signature event. Host or join a community event. Fundraise with heart. Recognize a staff member with an in-honour donation. Consider leaving a gift in your will. Give a gift of securities. There are many ways to support the work of the Heart Institute.

To learn more or to make a secure donation, please call 613-696-7030, email foundation@ottawaheart.ca, or visit foundation.ottawaheart.ca.

RESEARCH

Today's research is tomorrow's care

Research is an important activity at the Heart Institute. At any given time, the Heart Institute may have up to 200 active clinical trials, in various stages of the lifecycle of a study. Thousands of patients and, in some cases, healthy volunteers, participate in our studies annually. As a patient, you have the opportunity to contribute to improving the quality of care by participating in clinical research studies.

Why does the Heart Institute conduct clinical research?

The medical community has a responsibility not only to provide the best available care, but also to develop new and better methods of care. Clinical research has led to life-saving treatments such as insulin, coronary angiograms (heart catheterizations), angioplasty and cardiac stents, bypass and valve surgery, renal dialysis, and organ transplantation.

How is clinical research monitored at the Heart Institute?

A group of independent experts known as the Research Ethics Board (REB) approves all patient research done at the Heart Institute. The REB ensures that each research study follows strict regulations designed to protect study participants. Once the REB approves a research study, researchers may review health records to identify patients who may be eligible study participants.

What does this mean for you?

The University of Ottawa Heart Institute requires expressed permission before investigators or research staff may contact you for research purposes, therefore:

- Heart Institute staff will ask for your permission for researchers to contact you.
- Providing permission for the research contact does not mean you are agreeing to participate in a study. It just allows the researchers to contact you, to invite you to consider participating.
- Your care will not be affected if you decide that you do not want to be contacted for research.
- Research participation is completely voluntary.

You may also provide your permission to be contacted for research purposes to a registration clerk, to a healthcare provider, in your MyChart record, or by email to JLajeunesse@ottawaheart.ca.

For more information about clinical research, or if you are interested in participating in a research study, please visit our website at ottawaheart.ca/clinicalresearch.

Become a patient partner

Engaging patients and their family and caregivers is critical to our understanding of the issues that are most important for those living day-to-day with a specific condition.

We are seeking appropriate volunteers to serve as patient partners in research, to work alongside our researchers and staff. You may be an ideal patient partner candidate, and we encourage you to apply if you have experience living with a cardiac condition or if you are a family member or caregiver of someone who has a cardiac condition.

For more information on how you can become a patient partner in research, visit ottawaheart.ca/patient-partner.

Imagine what we can accomplish with scientists, doctors, allied health professionals and volunteers like you working together!

