



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

Your Guide to The University of Ottawa Heart Institute



A GUIDE FOR PATIENTS AND FAMILIES

BUILDING THE FUTURE OF HEART HEALTH

We invite you to be a part of our excitement as we complete our new state-of-the-art tower! As we continue construction and renovations over the next two years, please pardon us if any information in this guide changes (for a short time or permanently). We are working hard to keep our patients and community updated.

We want to thank you for your support and understanding as we build a better future for heart health for our community!



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TABLE OF CONTENTS

Building the Future of Heart Health	2
Helpful Contacts.....	4
Welcome to the Heart Institute.....	5
Patient Rights and Responsibilities	6
Tips for Communicating With Your Care Team*	8
Privacy	10
Your Stay in Hospital	11
Your Care Team	15
Preparing to Go Home Checklist.....	21
General Information for Visitors	22
Safety.....	25
Patient Services	27
Educational Services	29
Amenities	32
Supporting Patients	33
Getting Involved.....	33



HELPFUL CONTACTS

DEPARTMENT	PHONE NUMBER
Accounts Office (Billing/Finance)	613-798-5555 ext. 14666
Admissions Office	613-696-7060
Cath Lab/OR	613-696-7000 ext. 14125
CICU	613-696-7000 ext. 14751
CSICU	613-696-7000 ext. 14067
DU	613-696-7000 ext. 14770
Foundation Office	613-696-7030
General Patient Inquiries	613-696-7000, press 9
H3	613-696-7000 ext. 14716
H4	613-696-7000 ext. 14565
H5	613-696-7000 ext. 14612
Health Records	613-798-5555 ext. 18720
Hopitel (tv rental)	613-761-4120
Nursing Coordinator	613-696-7000, press 0 ask to page nursing coordinator
Nutrition Workshops	613-696-7000 ext. 19641
Patient Alumni Office	613-696-7144
Patient Relations	613-696-7000 ext. 19305
PAU	613-696-7000 ext. 15222
Prevention and Wellness Centre	613-696-7000 ext. 14753 or 1-866-399-4432
Rotel Motel (General Campus)	613-733-1412 or 1-800-267-4700
RRC	613-696-7000 ext. 14358
Security (to secure valuables)	613-761-4888
Spiritual Care	613-761-4587 613-761-4221*for emergencies
The Ottawa Hospital Residence Corporation (Civic Campus)	613-696-7000 ext. 15434 After hours call 613-761-4221, 613-696-7069 or 1-866-399-4432
Quit Smoking Program	613-696-7069 or 1-866-399-4432
For local calls	Dial “9” followed by the phone number.
For long-distance calls	Dial “333” to reach a Bell Canada operator.

WELCOME TO THE HEART INSTITUTE

WHO WE ARE

The University of Ottawa Heart Institute (UOHI) 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 health care.

Patient Engagement

- Patient and family-centered care is at the heart of everything we do. We meet our goal when we involve patients and caregivers in decisions that affect care and research at the institute.

PATIENT RIGHTS AND RESPONSIBILITIES

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.

If you have questions or concerns about these rights and responsibilities, please call Patient Relations at 613-696-7000 extension 19305.

Available online at ottawaheart.ca/prr.

TIPS FOR 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 throughout your stay.

ASK

Before you meet with your doctor or health care 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 health care 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 you are given medications, you should ask questions of your care team. Here are some examples:

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

LISTEN

Listen carefully to everything your health care team tells you. If you do not understand what your health care 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's important for the care team to understand your health and your needs and preferences.

- Discuss your symptoms with your health care 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 medications, and make sure you fully understand why you're taking a medication and how it will improve your health.
- If something doesn't seem right, tell a member of your health care team

*Information adapted from the Canadian Patient Safety Institute, *Tips for Patients and Families* www.patientsafetyinstitute.ca

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



Visit safemedicationuse.ca for more information.



CANADIAN PHARMACISTS ASSOCIATION
ASSOCIATION DES PHARMACIENS DU CANADA

SafeMedicationUse.ca



PRIVACY

During your stay, your health care 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
- ☐ Health history
- ☐ Diagnosis and treatment
- ☐ Names of other health care providers
- ☐ Family history

The Personal Health Information and Protection 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 very seriously. If you have any questions or concerns about the protection of your personal information, please call our Privacy Office at 613-696-7000 ext. 13575.

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

Your health records may be reviewed for education, research or for quality improvement. However, UOHI needs your permission before Investigators or research staff may contact you for research purposes (see page 35 for research information). If you are a patient, please note:

- Institute healthcare staff will ask for your permission for researchers to contact you.
- Agreeing to be contacted does NOT mean you are agreeing to participate in a study; it just permits the researchers to contact you.
- Deciding not to grant permission will NOT affect the care you receive.
- If you have provided permission, researchers may contact you to discuss your potential for participation in a study.
- Research participation is completely voluntary!

YOUR STAY IN HOSPITAL

PARKING INFORMATION

Parking is available in the P2 parking lot on Ruskin Street or in the P1 multi-level parking garage on Macfarlane Street. There is also limited city-operated metered parking on Ruskin Street. The hospital is not responsible for theft or damage to vehicles.

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 ext. 814987 (or 613-761-4987 if calling from outside the hospital).

YOUR HOSPITAL ROOM

The following section outlines what you can have in your room:

(Please note that the hospital is not responsible for theft or loss of personal property.)

Adaptive Equipment

- Hearing aids, eyeglasses, mobility aids (e.g., walker, cane or wheelchair) and any positioning aids (e.g., specialty cushions that you use at home)

Clothing

- Comfortable nightgowns and/or pajamas (hospital gowns are provided), slippers/shoes with non-slip soles

Money

- A small amount of money for personal needs, such as newspaper, telephone or television rental

Toiletries

- Personal hygiene products, such as toothpaste, toothbrush, deodorant, shampoo, shaving supplies, etc.
- Battery-operated equipment, such as razor, lamp or radio (with earphones)
- Electric hairdryers (less than 800 watts) or curling irons. Please do not use these while in bed or alone in the room

For health and safety reasons, the following are not permitted:

- Butane or other gas-powered equipment
- Electrical appliances, such as coffee makers, humidifier, electric hairdryer (that uses more than 800 watts), personal TV or fax machine
- Perfume or scented products
- Latex balloons or other latex products



VALUABLES AND BELONGINGS

The hospital is not responsible for theft or loss of personal property. If you bring in electronics, the hospital is not responsible for these items. Please ask your family members or visitors to return money, credit cards, jewelry and valuable papers to your home. If this is not possible, safety deposit boxes are available in the Security Office located at The Ottawa Hospital, Civic Campus. Please contact the Security Office at ext. 814888 (or 613-761-4888 if calling from outside the hospital).

MEDICATIONS FROM HOME

Unless directed by your physician, pharmacist or nurse, do not take any of your own medication, vitamins or herbal supplements while in hospital. If you want to discuss your medication with a pharmacist, please ask your nurse to make the arrangements.

If you have brought medication with you (including prescription drugs, over-the-counter drugs and herbal products) that you are currently taking on a regular basis, a relative or friend should return your medication to your home. If this is not possible, the medication will be kept for you until you leave the hospital. Remember to ask your nurse for your medication before you leave the hospital. You may be asked to keep certain medications from home if we do not have them in stock at the Heart Institute.

MEALS

You will receive nutritious meals during your stay. If you have food intolerances or ethnic or religion-based food preferences, please tell your nurse. Snacks are available upon request.

Although exact meal times vary from unit to unit, the following serve as a guideline:

- Breakfast is served from 7:45 to 9:00 a.m.
- Lunch is served from 11:45 a.m. to 1:00 p.m.
- Dinner is served from 4:45 to 6:00 p.m.

Kitchenettes located on the patient units are stocked with a limited selection of beverages and snacks. These supplies are intended only for patients.

REQUESTING A PRIVATE ROOM

If available, you may be able to get a private or semi-private room. Private and semi-private rooms are an additional cost; however, some supplementary insurance plans cover private and/or semi-private rooms. It is your responsibility to know what your supplementary insurance covers before requesting a private or semi-private room. You are responsible for full payment of any charges not paid by insurance plans or companies. When you ask for a private or semi-private room, you will be asked to provide a credit card. You will receive a bill mailed to your home address within six weeks of your discharge. If payment for these additional charges is not received in time specified on the bill, the credit card on file will be charged.

If you would like more information about the costs associated with a semi-private or private room or if you would like to request a semi-private or private room, please call the Admissions Office at 613-696-7060.

HOSPITALIZATION COSTS AND BILLING

Ontario residents

The Ontario Health Insurance Plan (OHIP) usually covers services received while in hospital, such as the cost of a standard ward room (three or four beds per room).

The following list is not complete but contains some of the expenses that are not covered by OHIP:

- A private or semi-private room
- Ambulatory aids, such as crutches, canes or walkers
- Ambulance services
- Transportation home or back to your hometown

Residents of Canadian Provinces Outside Ontario

Hospital expenses are covered for residents of other Canadian provinces when they present a valid card from their provincial health care plan. Home care services are not covered for out-of-province patients.

Persons Not Residents of Canada

Patients from any country outside of Canada are responsible for all hospitalization expenses and visits to clinics and the Emergency Department.

Payment for Additional Hospitalization Costs

If there are additional costs related to your hospitalization, such as payment for a private or semi-private room, you will receive the bill for these in the mail at your home (this can take up to six weeks) after your discharge. You can either return your payment by mail or go to the Cashier's Office on Main Street in the Civic Hospital (close to the Information desk). If you have questions about your account, you may contact the Accounts Office at 613-798-5555 ext. 14666.

TELEVISION AND TELEPHONE SERVICES

Inpatient Telephones

On most patient care units, telephones are available in each patient room free of charge.

If you are experiencing issues with your telephone, please speak with your nurse or the Clinical Manager of your patient care unit for help.

Dialing Local Numbers

If you want to make a local call, dial “9” followed by the telephone number.

Dialing Long-distance Numbers

If you want to make a long distance call, dial “333” to reach the Bell Canada operator.

Renting a Television

You can order a television by calling ext. 814120 to speak with a Hopitel representative. The Hopitel representative will visit you in your room to collect payment. The rental fee must be paid before the television can be activated.

Televisions with closed captioning for the hearing impaired are also available. Please use headphones when watching television so that you do not disturb other patients.

Televisions in the Lounge

Televisions are located in the patient/family lounges on H3 ward, H4 ward and H5 ward. Ask your nurse for directions to the patient/family lounges.

LAPTOP USE

In the urgent case that a patient might need a computer to take care of personal items such as banking, submitting EI reports and so on, but does not have access to a laptop, the Heart Institute can lend a laptop to patients for a limited time. The patient can make this request for access to the Social Worker who then determines the need.

EDUCATIONAL QUALITY SCREENS

Located off of the elevators of H1, H3, H4 and H5 are televisions that provide a way for us to communicate with our patients and their family members. These TVs highlight excellent practices, areas for improvements, research study information, and important dates and events taking place at the University of Ottawa Heart Institute. These televisions are there to help raise awareness of what is going on at the Heart Institute, broadening the focus on patient safety including Quality of Care.

YOUR CARE TEAM

CARDIOLOGY AND SURGERY TEAMS

While at the Heart Institute, either an attending staff cardiologist or a cardiac surgeon will be assigned to your care. Since the Heart Institute is a teaching hospital, residents, fellows and senior medical students may also be involved in your care. The attending cardiologist or cardiac surgeon supervises the residents and medical students to make sure that you receive the highest quality care. Each day the physicians, fellows and residents/medical students meet to discuss your care.

Please note: If you are being treated in the Cardiac Surgery Intensive Care Unit, an Intensive Care Specialist will be responsible for your care. The Intensive Care Specialist will regularly speak to your surgeon about your care.

How often will the physician visit me during my time in the Heart Institute?

Your team of physicians will visit you regularly during your stay to discuss your progress, treatment plan and test results and to answer your questions. Please feel free to ask questions at any time. It is important that you understand your plan of care and that you participate in decision-making.

Will I always have the same physician during my time in the Heart Institute?

Members of the cardiology physician teams change approximately every two weeks. When changes occur, a new team member will care for you.

REGISTERED NURSE

The same registered nurses (RNs) will be assigned to care for you as much as possible. However, because nurses work in 12-hour rotating shifts, you will have several nurses assigned to care for you during your admission. The nurses work with you, your family, the physicians and other health care providers to plan, implement and evaluate your care. The nurses will provide timely and consistent information to you and your family. Our objective is to provide continuous patient and family-centered care. Please feel free to ask questions and participate in decision-making.

CLINICAL MANAGER

Each patient care unit at the hospital has a clinical manager. Clinical managers oversee the day-to-day operations of the unit and are responsible for ensuring that patients are receiving the highest standard of care. The clinical manager is available on your unit from Monday to Friday during the day to speak to you if you have any concerns or questions. If you have any concerns that you have not been able to discuss with the unit manager during their rounds, you can contact them on their direct office line located in the Helpful Contacts section of this guide.

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 as a whole. The nursing coordinator will see you from time to time throughout your stay. A nursing coordinator is on duty 24 hours a day and is available upon request to answer questions.



Can I call the nursing coordinator after I leave the hospital?

The nursing coordinator is available by phone 24 hours a day to answer questions or concerns. Please feel free to call 613-696-7000, press 0. The communication clerk will contact the nursing coordinator to take your call.

WAIT LIST MANAGEMENT COORDINATOR

The wait list management coordinators manage the Heart Institute wait lists for procedures and surgeries. The wait list management coordinators schedule procedures and surgeries using the Urgency Rating System developed by the Cardiac Care Network of Ontario. Procedures and surgeries are scheduled based on patient needs to ensure that patients have timely access to the cardiac care they need. The wait list management coordinators communicate with patients on the wait list, providing them with information and support. If you experience any cardiac symptoms while on a wait list, contact the Wait List Management Coordinator to update them.

ON-SITE PHARMACIST

The pharmacist is a drug specialist. During your hospitalization, the pharmacist will do the following:

- Review your medical history, including allergies
- Check the results of your blood tests
- Make sure that you are receiving the correct amount of medication
- Make sure that your medications are not interfering with each other
- Monitor how well your medications are working
- Identify any side effects from the medications

If you would like to speak to the pharmacist about your medications, please ask your nurse.



REGISTERED DIETITIAN

During your hospitalization, your physician might request that a registered dietitian (RD) see you in order to address your specific nutrition needs. Working together with the team, the RD will assess and help you optimize your nutritional status. You might need a special diet, oral nutritional supplements like Ensure® or a feeding tube to meet your needs. The RD may also provide you and your loved ones with education on nutrition as needed.

OCCUPATIONAL THERAPIST

During your hospitalization, your physician might request that an occupational therapist (OT) see you. The OT will help you learn to take care of yourself at home, including bathing, dressing and completing basic housekeeping activities. The OT will teach you how to save your energy and can suggest equipment that will help you take care of yourself.

PHYSIOTHERAPIST

During your hospitalization, your physician might request that a physiotherapist (PT) see you for respiratory care or to teach you breathing exercises, stretching and balance exercises. Physiotherapists have an important role in educating you about cardiac risk factors and suggest safe physical activity while in hospital and after you leave the hospital. The PT can discuss the prevention and cardiac rehabilitation options available to you.

RESPIRATORY THERAPIST

The respiratory therapist (RT) becomes involved in your care if your breathing needs to be assessed or managed, or if you need equipment to assist your breathing. Respiratory therapists most often care for patients in the critical care units but also provide service throughout the Heart Institute as required. Feel free to ask to see the RT on your unit. They are available 24 hours a day.

PSYCHOLOGIST

When you have health problems, your life may be disrupted and you may feel worried, stressed or powerless. Sometimes patients and their families need help when faced with difficult life changes. Psychologists can assess your mental health, provide counselling and refer you to psychiatry services when needed. The goal of counselling is to improve your ability to cope if you have cardiac health problems or if you are at risk of developing cardiac health problems. There are a number of options that are available for patients and their families, including group sessions and one-on-one counselling. You need a referral from your physician to see a psychologist.

SOCIAL WORKER

When you are experiencing health problems, you might feel a loss of control, worried, fearful or stressed. Support and help with planning can make it easier to cope. The social worker (SW) will assist you while in hospital and as you get ready to return home. The SW is a professionally trained staff member who can:

- Help you prepare to leave the hospital
- Offer counseling and support
- Provide community resource information and connect you and your family with others who can help in the community

Please speak with your nurse if you would like to see the social worker on your unit.

Social workers also work with patients after they have been discharged from the hospital to provide counselling and support. You need a referral from your physician to see the social worker as an outpatient. For more information, please call 613-696-7070.

SMOKING CESSATION NURSE COUNSELLOR

On admission, you will be asked if you smoke. If you smoke, the smoking cessation nurse counsellor will visit you during your hospital stay. The nurse counsellor will outline different approaches available to help you quit smoking and will give you educational material. The nurse counsellor provides phone support after you leave the hospital. Six months after you leave the hospital, the nurse counsellor will telephone you for a follow-up assessment.

SPEECH-LANGUAGE PATHOLOGIST

The speech-language pathologist specializes in the field of communication and swallowing disorders. The speech-language pathologist will assess you for the following:

- • Communication problems as a result of a stroke or other neurological impairments
- • Swallowing disorders, which could require bedside or radiographic intervention
- • Tracheostomy care, related to swallowing and voice/communication issues

VOCATIONAL COUNSELLOR

The vocational counsellor specializes in assisting you to return to work or remain at work. They can also assist you with other vocational options. You will meet with the vocational counsellor if you participate in the Cardiac Rehabilitation Program. For more information about the Cardiac Rehabilitation Program, please see the section Educational Services of this guide.

VOLUNTEERS

A number of facilities and services at the Heart Institute are managed by our volunteers. The volunteers provide assistance and direction to visitors, assist with communication between families and the health care team and help to ease emotional and personal stress. Heart Institute volunteers wear red jackets and are located on the Main Floor lobby, outside of the main elevators on the first and second floor 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's an ethical dilemma that makes you feel like you're doing something wrong or feeling morally distressed because you don't have the power to change the situation you're in, 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 directives 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.

SPIRITUAL CARE

Hospital chaplains are available to provide spiritual care for you, your family members and staff. They offer spiritual counseling, emotional support and resources for addressing ethical and religious concerns.

Spiritual care can be a source of strength and healing in difficult situations. The chaplains might be helpful to you in any of the following situations:

- You are struggling with the meaning of questions such as:
 - Why is this happening to me?
 - How am I going to deal with this?
 - How can I live with this?
- You are grieving or feeling anxious, hopeless, lonely, angry or guilty
- You are seeking reconciliation in difficult relationships with others or God
- You are facing challenging decisions
- You are in need of support from your community

During daytime office hours (8:00 a.m. to 4:00 p.m.), call ext. 815487 (or 613-761-4587 if calling from outside the hospital).

In an emergency or outside daytime hours (4:00 p.m. to 8:00 a.m.), call ext. 814221 (or 613-761-4221 if calling from outside the hospital).

A chapel is located at the Civic Campus on the main floor and is open 24 hours for reflective prayer. A non-denominational mass is held Monday to Friday at 12:00 p.m. and Sunday at 3:30 p.m.

PATIENT SUPPORT

Many patients from the Heart Institute Patient Alumni, a group of former Heart Institute patients, have volunteered to visit patients in hospital to offer support or share their experiences with you. If you would like a visit or telephone call from one of these volunteers, contact the nursing coordinator and they will make arrangements for this visit or call.



PREPARING TO GO HOME CHECKLIST

Planning for your discharge begins as soon as you are admitted to hospital and continues during your stay. Your physician, nurses and allied health team (social work, physiotherapy and occupational therapy) will make arrangements for your discharge. The following checklist will help you prepare:

- ☐ I have someone to pick me up at 9:00 a.m. on the day of my discharge.
- ☐ I have someone to help me at home after discharge.
- ☐ I attended a discharge preparation class.
- ☐ If I need it, I have Home and Community Care through the Champlain Local Health Integration Network in place.
- ☐ I have a clear understanding of my disease and know what I can do to help myself get better.
- ☐ I know the signs and symptoms to watch for and know who to contact with concerns or questions about my health.
- ☐ I understand all of my medications.
- ☐ I have my cardiac specialist appointments booked.
- ☐ I have my meds bag (provided to discharged patients).

DISCHARGE FAQ

How will you know when you will be discharged from hospital?

On admission, your care team will start to estimate your date of discharge. Someone on your care team will try to notify you a day in advance of your discharge from the hospital.

What time will you be discharged from hospital?

You will be advised of your expected discharge date and time. When you are aware of this date and time, please ensure that you have a family member or friend available to pick you up and assist with your discharge.

Do you need help departing from hospital? A social worker is available for the following:

- Coordinating your discharge from the hospital and preparing you to move into community-based care
- Providing emotional support
- Explaining drug-related costs
- Ensuring the availability of family members to provide care as necessary
- Arranging physiotherapy, nursing or homemaking care as necessary

If you would like to speak to a social worker, please ask your nurse. Your nurse will contact a social worker for you.

GENERAL INFORMATION FOR VISITORS

Visiting is limited to a maximum of one visitor at a time from 9:00 a.m. to 9:00 p.m. Children under the age of 13 may visit by special arrangement only. Exceptions are made for compassionate reasons. Please speak to your nurse to make special visiting arrangements.

VISITING THE CARDIAC INTENSIVE CARE UNIT (CICU) AND CARDIAC SURGICAL INTENSIVE CARE UNIT (CSICU)

Visiting is limited to a maximum of two visitors at a time and is open but dependant on patient condition. Please speak to your nurse about your visiting preferences. We ask that all visitors to the intensive care areas check in at the volunteer desk before proceeding to the unit. The volunteers will call the nursing station to announce your visitors' arrival. On occasion, the staff may request that visitors delay their arrival to accommodate patient care, tests or procedures.

A designated family member or friend will receive a phone call from the nurse between 9:00 and 10:00 p.m. the night of surgery and between 9:00 and 10:00 a.m. the next morning.

VISITING THE DAY UNIT

Visiting is limited to a maximum of one visitor at all times from 9:00 a.m. to 9:00 p.m. A small waiting room for your family is available adjacent to the Day Unit on the first floor, outside of the main elevators.



FAMILY LOUNGES

The family lounges are open from 9:00 a.m. to 9:00 p.m. daily to offer privacy for those waiting for results, an update from a physician after a procedure or information concerning a critically ill patient. To obtain access to one of the family lounges, family members must see the volunteers at the front desk in the main lobby.

The lounges are on the Main Floor and in the following units:

- Cardiac Surgical Intensive Care Unit (CSICU)
- Cardiac Intensive Care Unit (CICU)
- Regional Referral Centre (RRC)

VISITS FROM PETS

We understand that some of our patients consider their pets to be part of their family. If you would like to have your pet visit you during your admission, please speak with the clinical manager of your patient care area ahead of time. The clinical manager will help arrange a visit that ensures the safety and comfort of all patients, visitors and staff. The clinical manager will weigh the risk of exposure to staff and patients who have allergies and will ultimately decide in discussion with the patient if the pet can visit. The following guidelines are used by the clinical manager when considering a pet visit:

- Pets are limited to cats and dogs that are at least one year old.
- Pets must be clean, housetrained and good-tempered.
- Pets must be either on a leash of less than six feet or in a carrying case at all times.
- Pets are only allowed to visit their owner, not other patients.
- Pets must be accompanied by the patient's family member or friend at all times and must not be left alone with the patient.
- Any messes made by the pet are to be cleaned up by the family member or friend who brought the pet to the hospital.
- Only one pet may visit at a time.
- Pet visits are limited to a maximum of two hours.
- Anyone handling the pet must wash their hands before and after contact.

Please note that the clinical manager or delegate can ask the pet to be removed at any time if the pet is causing problems for staff, other patients or visitors.



ACCOMMODATIONS

The Ottawa Hospital Residence Corporation

Non-smoking accommodations are available for out-of-town visitors or those receiving treatment at the Heart Institute and The Ottawa Hospital who do not require supervised care. All suites are furnished and most contain eat-in kitchens. The Residence Corporation is within walking distance to the Heart Institute.

Location: The Civic Campus | 751 Parkdale Avenue

For reservations during regular business hours (Monday to Friday, 8:00 a.m. to 4:00 p.m.), please call 613-696-7000 ext. 15434. After hours or on public holidays, please call 613-761-4221.

Rotel Motel

This 50-room motel is close to The Ottawa Hospital General Campus and provides inexpensive accommodation for both patients and visitors. Please note that the Rotel is not within walking distance of the Heart Institute.

Location: 411 Smyth Road

Hours of Operation: 24 hours a day

For reservations, please call 613-733-1412 or 1-800-267-4700.

If you require additional assistance in locating affordable accommodations, please call the nursing coordinator or ask your nurse to speak with the social worker.

SAFETY

CELLULAR PHONES

You may be asked to turn off your cellular phones if you are in an area where it can interfere with the proper functioning of medical equipment. You are allowed open use of your cellular phone in the following areas: lobbies, waiting areas and private offices.

FIRE SAFETY PROCEDURES

Fire drills are held on a regular basis to ensure that staff members are well prepared for real-life emergency situations. If you hear a fire alarm, we ask that you calmly return to your room. Your nurse may close your door and you will be given instructions at that time. In the case of a fire, you and your family/visitors cannot use the elevators.

HAND WASHING

You can help prevent infection by washing your hands often. 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. When using hand sanitizer, keep in mind that your hands are not safe until they are dry.

You should make sure to wash your hands after you use the washroom, before eating or taking medication, and before you enter or exit your room. Ask your visitors to do the same!





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 other health care facility in the last six months, you will be tested 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.

REPORTING SAFETY CONCERNS

If you have any concerns about your safety or about the safety of the facility, please alert a staff member, the unit manager or call Patient Relations at 613-696-7000 ext. 19305.

SMOKE-FREE AND VAPORIZER-FREE

Patients, family members, visitors and employees are not allowed to smoke tobacco or e-cigarettes inside the hospital or on hospital grounds. If you or your family/visitors want to smoke or vape, you must do so off of hospital property. Individuals found smoking within nine meters 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/visitors about this policy.

VIOLENCE AND ABUSE

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

PATIENT SERVICES

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.

LOST AND FOUND

Lost or forgotten belongings can be claimed by calling Security Services at ext. 14888. You can also check at the Lobby Desk located on the main floor of the Heart Institute.

MAIL

Mail is delivered directly to your unit. There is a mailbox for outgoing mail outside the Main Entrance of the Heart Institute on Ruskin Avenue. You can buy postage stamps at the Gift Shop located on the Main Floor of the Heart Institute.

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

PATIENT RELATIONS

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 Quality Office at ext. 19305 (or 613-696-7000 ext. 19305 if calling from outside the Heart Institute) or by e-mail at quality@ottawaheart.ca.

POWER OF ATTORNEY

If you have prepared a document ahead of time naming someone to speak on your behalf if you are unable to do so or if you have a living will or an advance 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.

TRANSPORTATION

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

Wheelchairs can be found at the main entrance lobby at 40 Ruskin Street and are free for use within the Heart Institute.



EDUCATIONAL SERVICES

PATIENT AND FAMILY INFORMATION SESSIONS

For Heart Attack and/or Angioplasty Patients

Returning home after being diagnosed with a heart attack or after having an angioplasty can be overwhelming. Knowing how to reduce risk factors to prevent future problems is important. All members of the health care team will provide education to prepare you for going home. In addition, there is a class that you and your family members are encouraged to attend before leaving the hospital. If this is not convenient, you may come back to the Heart Institute in a few days to attend one of the classes.

Class Times: Monday to Friday at 9:30 – 10:30 a.m. Evening classes are offered by request.

Location: Monday to Friday in the H5 Classroom, H-5318

For Surgery Patients

All of the members of the surgical team will be involved in preparing you for your surgical procedure and your discharge home. There is also a class before your surgery and two classes after your surgery that you and your family are encouraged to attend.

Before Surgery Class Times: Sunday to Thursday at 1:00 p.m.

After Surgery Class Times: There is one class provided to prepare you for discharge; it will be with the nursing care coordinator.

Class Times with the Nursing Care Coordinator:

Monday, Thursday and Friday at 10:30 a.m.

Tuesday and Wednesday at 6:30 p.m.

Saturday at 2:00 p.m.

For Patients with Heart Failure

A heart failure discharge class is offered twice a week to help you prepare for your discharge home. The class is run by a registered dietitian, a physiotherapist, and a registered nurse. After attending the class, you and/or your loved ones will be able to understand what heart failure is and the important role of nutrition and daily weight monitoring in managing heart failure.

Class Times:

Wednesday at 11:30 a.m. – 12:30 p.m. in the H5 Classroom, H-5318

Friday at 11:30 a.m. – 12:30 p.m. in the H5 Classroom, H-5318

Class Times with Physiotherapy:

Sunday to Friday as needed at 3:00 p.m. in the H3 Classroom, H-3318, located on the 3rd floor of the Heart Institute.

Individual arrangements can be made for patients and families to accommodate language needs and special circumstances. Please speak with your physiotherapist for more information.

For Patients with Atrial Fibrillation

This class will teach you about atrial fibrillation and how to live well with it. The class will cover a variety of subjects including understanding atrial fibrillation, recognizing symptoms, medication and treatment options, and prevention of stroke and other complications.

Class Times:

Monday at 9:00 – 10:00 a.m. in the H5 Classroom, H-5318

CARDIAC REHABILITATION PROGRAM

During your hospital stay, a nurse from the Minto Prevention and Rehabilitation Centre will assess you for the Cardiac Rehabilitation Program. We recommend that all patients take part in this program. Participating in Cardiac Rehabilitation reduces your risk for future heart-related events (e.g., heart attack) and can improve your overall well-being. In the program, you will gain the skills needed to achieve and maintain a heart-healthy lifestyle and get back to everyday life. The Rehabilitation Centre's programs and services focus on physical activity, smoking cessation, stress management and nutrition. A number of program options are available and you can choose the one that best fits your lifestyle. These programs are available to you free of charge.

For more information about the Cardiac Rehabilitation Program, please call 613-696-7070 or visit our website: www.ottawaheart.ca/patients-visitors/clinics-programs/cardiac-rehabilitation

NUTRITION

What Nutrition Services Are Available to Me After I Leave Hospital?

The Heart Institute offers nutrition workshops to help you make heart healthy food choices. For more information on the workshops, visit the Heart Institute website or call 613-696-7000 ext. 19641.

Nutrition Workshops:

- Nutrition 101 – Learn how to read food labels and get facts on fat, cholesterol, fiber and salt.
- Nutrition 201 – Learn about trends in nutrition including super foods, supplements and the Mediterranean diet.
- Heart Failure 101 – Learn the basics of living with heart failure. Learn what to eat and how to prevent, recognize and manage heart failure symptoms.
- Nutrition Tips for Weight Management – Learn to set realistic goals and plan meals for weight management.

For more information on the workshops, please call 613-696-7000 ext. 19641 or visit our website: www.ottawaheart.ca/patients-visitors/clinics-programs/cardiac-rehabilitation/outpatient-program

PREVENTION & WELLNESS CENTRE

In our Prevention and Wellness Centre, you will find information and resources to help you learn about cardiovascular disease, its causes, how to prevent it and how to live with it. There are a number of programs available, including the Quit Smoking Program, Cardioprevent Program, Virtual Care Program and Heart Wise Exercise.

For more information, please visit in person in room H-2353 on the second floor, call 613-696-7000 ext. 14753 or visit our website: pwc.ottawaheart.ca

HEART INSTITUTE QUIT SMOKING PROGRAM FOR THE COMMUNITY

The Heart Institute offers an individualized Quit Smoking Program for anyone who is interested in quitting smoking (patients, family members and the public). In the program, the smoking cessation nurse counselor will help you design your own treatment plan. Clinic visits with the physician or nurse are scheduled as needed.

Registration: You can register by phone at 613-696-7069 (toll free: 1-866-399-4432) or in person at the Prevention and Wellness Centre in room H-2353 on the second floor. For more information, please visit our website: pwc.ottawaheart.ca/care/quitting-smoking/quit-smoking-program



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 in the Heart Institute lobby. Your family members and visitors need to use one of the last three elevators on the left to access the Patient Care areas. The first elevator on the left only services the Research Wing of the Heart Institute and the Pacemaker Clinic.

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, 10:00 a.m. to 8:30 p.m. | Weekends, 1:00 to 4:00 p.m.

NEWSPAPERS

Newspapers can be purchased 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 Ticker's 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

Hours of Operation: Monday to Friday, 7:00 a.m. to 9:00 p.m. | Weekends, 7:00 a.m. to 7:30 p.m.

Vending Machines

Vending machines are located in the Ticker's Cafeteria and on the S Level (level below Main Floor) near the elevators. You will find a selection of cold beverages and snacks.

SUPPORTING PATIENTS

UOHI 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, please contact the Quality Office at 613-696-7000 ext. 19305 or by e-mail at patientpartners@ottawaheart.ca.

OTTAWA HEART INSTITUTE PATIENT ALUMNI

The Ottawa Heart Institute Patient Alumni enables former patients to maintain a relationship with the Heart Institute after discharge from hospital. The Alumni educates and updates members of the activities within the Heart Institute and in the treatment of heart disease.

The Alumni supports communication between heart patients and the Heart Institute staff. To reach this goal, the Alumni publishes a semi-annual Bulletin and hosts Spring and Fall lectures by cardiac specialists and other health care professionals. All patients who receive care at the UOHI automatically become members of the Alumni. For more information, please call 613-696-7241, email info@ottawaheartalumni.ca or visit the website: www.ottawaheartalumni.ca

The Patient Alumni has developed a social networking site that enables patients and families to connect with other patients and share their experiences:

<https://uohi.speechbobbble.com/Controller?name=evLogin>



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 following leaders:

Mary Cameron: 613-835-2347 | 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 that aims to create a caring environment for women to learn from each other.

For more information, please call 613-696-7000 ext. 10412 or 1-866-399-4432, visit the website: cwhhc.ottawaheart.ca/women-heart

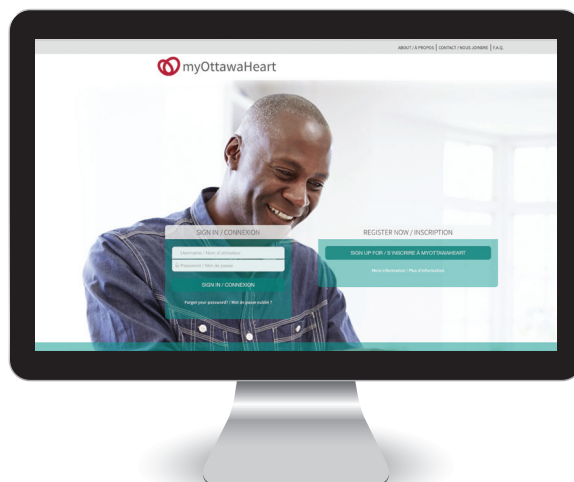
HEART WISE EXERCISE

The 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 our region and much of Ontario. To find a location and program suitable for you, please call 613-696-7387, email heartwise@ottawaheart.ca, or visit the website: heartwise.ottawaheart.ca

MYOTTAWAHEART

myOttawaHeart lets you see your University of Ottawa Heart Institute health record from your home or using a computer or mobile device (smart phone, ipad or tablet) anywhere in the world. It is available to all Heart Institute patients. Ask a member of your health care team how to register for myOttawaHeart.





DONATIONS

Our Foundation

Donations to the University of Ottawa Heart Institute Foundation are used to fund research into cures and better treatments for heart disease and to support education and prevention programs. Much of the excellent care that you receive during your hospital stay is due to the contributions made by our patients and communities.

If you would like to say “thank you” with a donation to the Heart Institute, please call the Foundation Office at 613-696-7030 or visit the website: foundation.ottawaheart.ca

The Heart of Gold Program

The Heart of Gold Program allows you to recognize people at the Heart Institute who have provided exceptional care. Honour a physician, nurse, allied health professional (physiotherapist, occupational therapist, social worker, registered dietitian, speech and language pathologist, pharmacist), volunteer or even an entire unit. All honourees will receive a thank-you card and Heart of Gold pin to wear, reminding others of the excellent patient care they provide.

For more information, please call 613-696-7030 or visit the website: foundation.ottawaheart.ca/ways-give/heart-gold