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Welcome to the Dr. F.H. Wigmore Regional Hospital in Moose Jaw. While you are in our care we will work together with you to achieve your best possible care, experience, and health and to ensure your safety so you can return home as soon as possible. You and your loved ones will play an important role in your quick recovery and return to good health.

Our team of employees, physicians, and volunteers works hard every day to provide safe and appropriate care and to demonstrate the values that matter most to us: *Respect, Transparency, Accountability, Engagement, and Excellence.*

We wish you a speedy recovery.

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We welcome and encourage you and your family to provide information, ask questions, and be involved in your care while you are in the hospital. As part of keeping you safe during your hospital stay, please:

• Provide an up-to-date list of your medications with the dose and the reason you are taking it.
• Tell your care team what non-prescription drugs, including vitamins, and herbal products you take.
• Wear your wristband and make sure everyone checks your identity before providing tests, treatments, and medications.

Clean Hands
Keeping hands clean is the best thing you, your health care providers and your visitors can do to prevent infections. At a minimum, clean your hands:

• Before and after eating.
• After using the bathroom.
• After sneezing, coughing or blowing your nose.

There are two ways to clean your hands:

• Alcohol-based hand rub if your hands are not visibly soiled.
• Soap and water.

If you are not able to clean your hands yourself, please ask your care providers to help you.

Your health care team members should clean their hands before and after providing care for you or touching any objects that are in your care environment. Do not hesitate to remind your care providers to clean their hands if you are worried that they may have missed this important step.

Flu Shots and Masks
Visitors are expected to have had their flu shot or wear a mask when visiting patients during flu season, typically from the beginning of December through to the end of March. Masks are available near the entrances to the building and to the inpatient units. We also ask that you wash your hands or use hand sanitizer at available hand hygiene stations throughout the facility. By following this policy you will help to protect your loved ones – the people you are here visiting – from getting a potentially serious illness.

Preventing Falls
As a patient you are at risk for falling during your hospital stay. Here are some areas of risk and ways you can protect yourself from a fall while in the hospital.

• Bathroom: Falls commonly occur when getting up to go to the bathroom. Ask for help if you need it. Use the handrails by the toilet and sink.
• Furniture: Please do not rely on the furniture to support you as it may be on wheels.
• Footwear: Wear low heeled, supportive walking shoes or non-skid socks. No slippers.

Before you leave the bed...

• If you need assistance use your call bell to get help.
• Please be patient and wait for help to arrive.
• If it is dark turn on the lights over your bed.
• Sit on the bed for a minute before you stand up. Standing up quickly or after being in bed for a long time can make you dizzy.
• Get your balance before you start to walk.
• Make sure you use your walker or cane at all times or ask for it if it is not in reach.

Some questions you may want to ask:
- Can you tell me about my medical problem?
- Why are you doing this test or treatment?
- What will happen to me during this test or treatment?
- What is the name of the medication you are giving me?
- Why am I taking it?
- Does this medication have any side effects that I should know about?
- Does this medication replace anything I was taking at home?
We start planning for when you can leave the hospital as part of your care plan. There are risks when you are in the hospital. You may get an infection, you may be weak and fall, and there may be errors with your medications.

The single most important way we can decrease your risk is to get you home as soon as possible.

Returning home with the appropriate supports in place gives you the best chance to regain your strength and independence, even if you are not yet able to care entirely for yourself on your own.

Your health care providers will work with you and your family to determine the best care options making sure that:

- Everyone has the information they need to make decisions about lifestyle and care.
- Services will complement and supplement, but not replace, your efforts to care for yourself.
- You have the right to make your own care decisions, including the right to live with risk.
- Services will promote your well-being, dignity and independence.

Some Home Care services are provided free of charge while others include a cost based on your after-tax income. For more information about Home Care services contact the Access Center at 1-866-211-5696 or 306-691-2090.

We support a Home is Best philosophy that home, with appropriate supports, is the best place to recover from illness and injury, manage chronic conditions, or live out final days.

---

Patient Experience SURVEY

During your stay you will have an opportunity to provide feedback on your experience. Please help us by letting us know about the positive aspects of your experience and anything that didn’t meet your expectations. This helpful feedback lets us know where we’re doing well and how we can improve our services for patients in the future.

Privacy and Health Records

Your privacy is important to us and our hospital has been designed to make it easier for you to have privacy during your stay. This extends to your health information as well. Everyone treated at one of our facilities has a health record. These records contain documents such as reports from care providers, test results, treatments, and pharmacy information. You or your legally-authorized representative may request your health record. Contact Health Records at 306-694-0377 if you would like to pursue this.

We protect your privacy and keep your personal information confidential and will only use and share it for authorized purposes.
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C ER ENTRANCE

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• DAY SURGERY
3 KATHERINE KLASSEN
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4 OUTPATIENT SERVICE
• DIALYSIS
• OUTPATIENT LAB
• THERAPIES
• PATIENT EDUCATION

STAIRS
ELEVATORS
INPATIENT UNITS
- PEDIATRICS
- SURGERY
- WOMEN’S HEALTH

MECHANICAL ROOM

STAIRS

ELEVATORS

NORTH

THIRD FLOOR
HELPFUL INFORMATION

The following pages contain information that will help you prepare for your stay in the hospital and understand the services in place to help you transition home.
Accommodation

Our standard rooms were designed to provide a bright and comfortable environment for individual patients and their family members. Each room is equipped with a family zone including a pullout couch for a loved one to stay the night, a washroom, and a storage cupboard for your belongings.

Ambulance Services

The Five Hills Health Region has a total of three contracted ambulance services operating within its boundaries based out of Moose Jaw (with a satellite station in Central Butte), Assiniboia and Gravelbourg.

In Saskatchewan, ambulance costs are the responsibility of the individual/user (where applicable). You will be billed directly for these services. For individuals covered under the Saskatchewan Health Plan there is no provision for coverage of ambulance transfers as an inpatient or as an outpatient.

Current (2015) provincial road ambulance fees for Saskatchewan residents are:

• Basic Life Support - Basic Charge - $245.00 (Assiniboia and Gravelbourg)
• Advanced Life Support Basic Charge - $325.00 (Moose Jaw)
• Mileage - $2.30/km
• Wait Charge: $80.00/hour (Assiniboia and Gravelbourg)
• Wait Charges: $100.00/hr (Moose Jaw)

* Fees are effective March 31, 2011 and are subject to change without notice.

OTHER FEES:

Saskatchewan Air Ambulance (including STARS):
$350.00 deductible plus local ambulance charges at both pick up and destination sites are the responsibility of the patient.

If a healthcare attendant is required during the transfer, there will be an additional charge applied.

If you are a Saskatchewan resident aged 65 and over and are being transported by road ambulance within the province of Saskatchewan, the patient is responsible for the first $275.00 with the remaining costs covered by the Senior Citizen’s Ambulance Assistance Program (SCAAP).

Balloons

Since latex balloons can cause allergic reactions in some people, we ask that no latex products be brought onto the premises.

Bank Machine

A 24-hour bank machine is located in the atrium on the main floor. This bank machine is not the property of the Five Hills Health Region. If you encounter any issues or difficulties with the bank machine please use the number provided on the machine for assistance.

Billing

Canadian residents are covered for healthcare services through their Provincial Medical Coverage. There are, however, some medical procedures and equipment that do not qualify and non-Canadian residents may be billed for their health services.

Examples of supplies that are billed to clients in Saskatchewan include, but are not limited to: fibreglass casting materials, crutches, splints, braces, slings, cervical collars, stockings, and shoulder immobilizers. Items such as these may be covered by private health insurance. The Five Hills Health Region encourages all residents to have some form of private health insurance. Speak to your local insurance broker about the right plan for you.

For inquiries or invoices please call the Five Hills Health Region finance department at 306-694-0307.

If you have coverage by one of the following agencies, please inform us at the number listed above:

• Supplementary Health – Social Services & Family Benefits
• National Health & Welfare – Treaty & Band Number required
• Workers’ Compensation – Work related injuries

Payments for billable expenses can be paid at the “payments” window on the second floor. Cash, cheque, money order, credit card, and debit are acceptable forms of payment.
Cafeteria
The cafeteria is located immediately adjacent to the main entrance to the hospital on the main floor. The cafeteria is open from 7:00am to 8:00pm, 7 days a week. Hot entrees and soup are available at lunch from 11:00am to 1:00pm and at supper from 4:30pm to 6:30pm. Items available throughout the day include baked goods, fruit and veggie snacks, salads, sandwiches and other snacks. Our cafeteria also features microwaves, toasters, vending machine, ice and cold water 24 hours a day.

Cellular Phones
Because radio frequency interference may cause malfunctions of medical, diagnostic, therapeutic and monitoring equipment, we restrict cell phone use in highly instrumented clinical areas. Restricted areas are clearly signed throughout the building.

Discharge
We want you to be able to return home as soon as you are medically able. To make sure this can happen we begin planning your discharge shortly after your admission. Your care team will involve you and your loved ones in these discussions to make sure everything is in place for your safe transition home.

Elevators
Elevators are available to access the second and third floors of the hospital just past the admitting desk in the main floor atrium area.
Emergency Room (ER)

The Emergency Room access is off of Diefenbaker drive north of the main hospital entrance. The access point is clearly marked on the road. There is short term parking adjacent to the ER entrance. Please park in this space while getting your loved one registered and settled. When you are able to move your vehicle to the main public parking area, please do so. This will ensure convenient parking availability for others.

Knowing Where to Access Care

Come directly to the ER if you experience any of the following: (this is not an exhaustive list)

- Chest pain, difficulty breathing
- Foreign body in eye
- Blood sugar very high or very low
- Significant trauma (including head injuries)
- Heavy blood loss
- Suicidal thoughts
- Poisoning
- Stroke symptoms (numbness, weakness, slurred speech, confusion)

If you experience any of the following, contact your family physician to inquire about a same-day appointment. If this is unavailable or you do not have a family physician, come to Crescent View Clinic or one of the other walk-in clinic options in Moose Jaw.

- Earache
- New onset headaches
- New onset back pain
- New onset abdominal pain
- New onset diarrhea, constipation, or hemorrhoids
- Urinary infections
- Coughs, colds, sore throats
- Muscle and joint minor sprains and strains
- Minor cuts or infected wounds
- Persistent vomiting
- New onset dizziness

Schedule an appointment with your family physician for any of the following types of conditions. If you do not have a family physician please access Crescent View Clinic or any of the walk-in clinics in Moose Jaw.

- Prescription renewals
- Vaccination
- Chronic disease management (eg Diabetes, COPD, Depression, Asthma, Heart Failure)
- Warts, existing skin conditions (eg. eczema or mild acne) or cold sores
- Hay fever or allergies
- Chronic pain
- Ear wax
- Chronic headaches
- Chronic management of diarrhea, constipation, or hemorrhoids
- Referrals to other healthcare providers for procedures
- Chronic abdominal pain
- Chronic dizziness
- General health maintenance or SGI Physicals
- Contraceptive needs

**For pediatric illness contact Healthline if unable to access an immediate appointment with your family physician**

If you are unsure about the level of service to access please contact HealthLine at 811 or healthlineonline.ca for guidance. HealthLine is a confidential, 24-hour health information and support telephone line. It is staffed by experienced and specially trained client navigators, registered nurses, registered psychiatric nurses and social workers.
Fire Safety
You may hear one of our regular fire drills during your hospital stay. When you hear the fire alarm, please return to your room. We will inform you should any action become necessary. If you are in the cafeteria, please stay there until the all clear signal is given. Elevators must not be used when there is a fire or a fire drill.
All facilities within the Five Hills Health Region practice fire drills on a regular basis to ensure preparedness should a fire ever occur.

Gift Shop
The Gift Shop is located adjacent to the main entrance on the main floor of the hospital. It is staffed and operated by the Hospital Auxiliary and offers a wide variety of gift options, magazines, newspapers, and confectionery items.

Hospital Security
Hospital staff and volunteers are easily identifiable by a photo identification badge. All staff are required to wear their identification badge at all times.
Please notify a staff member immediately if you observe any suspicious activity or individuals, have any security concerns, or if you have lost a personal item.

Infection Control
Hand washing is the single most effective way to reduce the spread of germs. The Five Hills Health Region has strict infection control standards that include staff washing their hands before interacting with a patient. Environmental Services Workers clean frequently touched surfaces such as door knobs, light switches, stair railings, and flat surfaces on a regular basis.
It is important, as a patient or visitor, to adopt heightened infection control practices during your hospital stay. Please wash your hands frequently and, if you're sick, stay away from the facility altogether to limit the amount of germs that you are spreading.

Internet Access
Public Wi-Fi is available throughout the building. Search for ‘FHHR-Visitor’.

Laboratory Services
• Outpatient laboratory services are available on the main floor of the hospital in the outpatient area. Walk past the cafeteria area to the end of the hallway. This is one of four outpatient laboratory locations throughout Moose Jaw.
• Individuals requiring hospital services in addition to lab work should make use of the hospital lab location. For individuals only requiring blood work, consider which of the following community options will best meet your needs for future outpatient lab work.

Outpatient Laboratory Locations in Moose Jaw

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crescent View Clinic</td>
<td>131 1st Avenue NE</td>
<td>Monday to Friday, 7:30 - 3:45</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Saturday, 7:30 - 3:00</td>
</tr>
<tr>
<td>Alliance Medical</td>
<td>890A Lillooet Street West</td>
<td>Monday, Wednesday, Friday 8:00 - 11:45</td>
</tr>
<tr>
<td>Professional Medical Associates</td>
<td>550 Main St N</td>
<td>Tuesday &amp; Thursday 8:00 - 11:45</td>
</tr>
<tr>
<td>New Regional Hospital</td>
<td>Monday to Friday 7:30 - 5:00</td>
<td></td>
</tr>
</tbody>
</table>

5 Ways to Reduce the Spread of Germs

- Frequent Handwashing
- Cleaning Surfaces
- Sneeze into Your Sleeve
- Stay Home If You Are Ill
- Get Immunized!
Lost and Found
Lost and Found items can be turned in or claimed at the Admitting desk on the main floor.

Nutrition and Food Services
Breakfast, lunch, and dinner meals will be a part of your hospital stay. During a hospital stay it is common for patient appetites to fluctuate. Our meal delivery system allows patients to choose their meal from a meal cart that will come to their door at meal time to accommodate a meal choice that best meets their needs.

Parking
Public parking is available in the designated parking lots.
Patients can be dropped off at the main doors of the hospital before parking in one of the public parking lots. If coming to the Emergency Room please park in one of the ‘Temporary Emergency Parking’ spots while getting your loved one settled. As soon as you’re able, please move your vehicle into the public parking areas so these temporary parking spots remain available for those who need them most.

What are the public parking rates?
• Per ½ hour - $1.00
• Daily - $8.00
• Evening and Weekends/ Holidays - $2.00 max
• Weekly - $40.00
• Monthly - $75.00

Are there any special circumstances?
Courtesy parking will be available for certain patients who are coming to the hospital regularly for procedures such as dialysis or chemotherapy. Additionally, volunteers and members of the clergy will be given parking passes.

Patient Information
If you come to the hospital to visit a loved one or friend, please stop by the Admitting Desk on the main floor to confirm the patient room number.

Perfumes/Scented Products
We Share the Air! Scented products can aggravate health problems for some people, especially those with asthma, allergies, and other medical conditions.

The Five Hills Health Region supports, wherever possible and practical, the use of products that have a low scent or are scent-free. Scent-free does not always refer to an odor-free product. Some products that claim to be scent-free may be using additional chemicals to mask the smell; they may still have an odor. Products to avoid are perfume/cologne, aftershave, scented hairsprays and lotions.
Smoking

The Five Hills Health Region has a no smoking policy in our facilities and on our properties. However, due to the unique location of the hospital and an understanding that it is difficult for some to stop smoking, a designated area has been made available on the grounds of the facility. The designated area is outside of the front entrance. Please be respectful of your health, the health of others, and the hospital property while using the designated tobacco area. **Smoking is only permitted in the designated area.**

The no smoking policy is a part of our commitment to your health. While you are a patient in our Hospital you should be aware that smoking can potentially affect your care: it causes an increased risk of stroke, is responsible for 85% of all lung cancers and 85% of cases of chronic obstructive lung disease, and increases the risk of a number of other cancers and medical disorders.

**Did you know the following facts about quitting smoking?**

- Within just 20 minutes, your blood pressure and heart rate decrease to normal levels.
- Within a few hours, your risk of having a stroke drops significantly by about 40%.
- Within eight hours, the levels of carbon monoxide in your blood decrease while levels of oxygen increase to normal.
- After one day, your risk of a heart attack decreases.
- Within a few weeks, your smoker’s cough (that isn’t due to chronic lung damage) should clear up.
- You will feel less tired and won’t experience extreme shortness of breath while exercising.
- After one year, you are half as likely to develop heart disease as a smoker. You will notice that your overall energy levels increase - you feel better!

Spiritual and Religious Care

Those who are aging and ill sometimes find themselves feeling out of control. They ponder the meaning of life searching for answers, for peace, and for wholeness. At such times a friend who listens without judgement can be a key factor in the healing process. It is therapeutic to have a listening companion. If you would like this type of support please contact our Spiritual Care Coordinator by calling 306-694-0214.

Telephone

If you have been admitted to one of the inpatient units you will have a telephone available to you as part of your Patient Bedside Terminal. More information about how to access the features of this unit will be available to you in your room.

Television

Your Patient Bedside Terminal will give you access to television programs, movies, and the internet. More information about how to access the features of this unit will be available to you in your room.

Valuables

We encourage you to store all of your valuables at home. The Region is not responsible for the loss of any personal items. Lost items that are found will be taken to the Lost and Found at the Admitting Desk.

Visiting Hours

Loved ones are an important part of your healing journey and we welcome visitors. Please do not visit if you are not feeling well or have been exposed to an infectious disease. If you wish to restrict visitors during your hospital stay, please let us know.

Your Feedback is Welcome

If you have questions, concerns, or compliments about care you or a loved one has received while in our care please contact our Quality of Care Coordinator at:

306-694-0294

or email qcc@fhhr.ca.
**CONTACT INFORMATION**

General Inquiries:
306-694-0296
inquires@fhhr.ca

Quality of Care Office:
306-694-0294
gcc@fhhr.ca

Contact Quality of Care if you have questions, compliments, or concerns about the care you or a loved one has received while in our care.

**Five Hills Health Region Access Center:**
306-691-2090

Contact the Access Center if you have questions about Long Term Care, Home Care, Respite Care, Palliative Care, or Convalescent Care.
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- Activities program
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- Short stay suites available

Community Amenities
- Fitness Centre
- Spa W
- Barber/Beauty Salon
- Bistro
- Coffee Stop
- Chapel
- Library/Tech Centre
- The Prairie Theatre
- Courtyard/Gardens

Personal Care Services
- Medication management
- Diabetes management, including insulin
- Oxygen Management
- Special diets and diet textures
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- Transfer and walking assistance
- Incontinence care
- Positive Behavior Support (Memory Care)
- Best Friends Approach (Memory Care)

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$8,275,608 of our $8 million goal

Thank you for helping us equip the new Dr. F.H. Wigmore Regional Hospital. Your generosity helped us exceed our $8-million Capital Equipment Campaign goal. This is a tremendous accomplishment for our community.

Our health region is now home to Saskatchewan’s newest and most innovative hospital. Individuals, businesses, organizations and communities throughout the health region made generous donations to purchase state-of-the-art equipment that will assist our dedicated medical professionals in diagnosing and treating you and your loved ones, including:

- MRI – a first for rural Saskatchewan
- Surgical equipment
- Labour and delivery equipment
- Pediatric equipment
- Dialysis equipment

These donations will help save and enhance lives in the Five Hills Health Region for years to come. Thank you for your support, commitment and generosity in helping us equip the hospital of tomorrow – today.

For information on the Moose Jaw Health Foundation, please visit MJHF.ORG.
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Cover your mouth and nose with a tissue when you cough or sneeze.

No tissue? Cough or sneeze into your elbow, not your hands.

Clean your hands often with soap and warm water, or a gel or alcohol-based hand cleanser.

Stay home if you are sick.

For more information, visit saskatchewan.ca/flu