



Acute Care Welcome Package



Welcome to Haliburton Highlands Health Services

Dear Acute Care Unit Patients, Families, and Caregivers,

Haliburton Highlands Health Services (HHHS) delivers high-quality health services to residents, cottagers, and visitors to Haliburton County and the surrounding areas.

To optimize health and wellbeing in Haliburton County we work closely with local and regional partners to provide access to essential health services, including:

- Primary Care,
- Hospital (Acute Inpatient and Emergency Care at the Haliburton site),
- Long-Term Care,
- End-of-Life Care,
- Mental Health & Addictions Services, and
- Community Support Services.

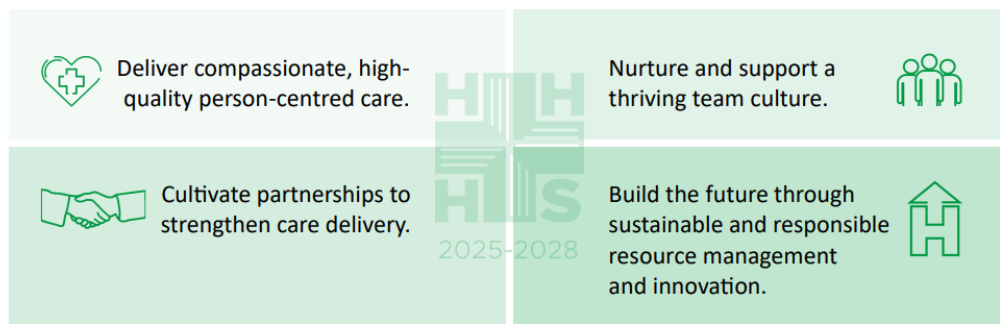
Our dedicated team of health care professionals, staff, leaders, and volunteers are guided every day by our core values of Compassion, Accountability, Integrity, and Respect.

The Board of Directors has outlined our strategic priorities, including providing high-quality, compassionate care.



Together – be the model of excellence in rural healthcare

STRATEGIC DIRECTIONS



**Optimizing health and wellbeing in Haliburton County
through growth and innovation**

COMPASSION • ACCOUNTABILITY • INTEGRITY • RESPECT

Our commitment to you is outlined in the Patient Bill of Rights which was co-designed with our patients, families, and caregivers, and is posted throughout the organization. Further information on HHHS strategic priorities can be found on our website at www.hhhs.ca.

Quality patient care, equity and inclusion are our key priorities. At HHHS we provide care using a home first philosophy, aiming to discharge patients to their homes as the first option whenever possible.

The attached **Patient Welcome Package** can further assist you and your loved ones with your stay here at HHHS. Please reach out to any of our team members during your stay for more information. We also welcome feedback anytime which can be completed anonymously by accessing the QR code at the bottom of this letter.

Still have questions? Please contact our Clinical Manager, Victoria Miscio by email vmiscio@hhhs.ca or phone 705-457-1392, Ext. 2223.



How to Use this Welcome Package

This package is designed to be a source of information about your stay, the team caring for you and important policies impacting patient care at HHHS. There is also educational information included in the package. Below you will find a table of contents to help navigate this package.

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Your Care Team

During your stay at the hospital, you may be introduced to and receive care from the following team members:

- **Attending Physician or Hospitalist:**

- Oversees your care during your hospital stay.

- **Nurse:**

- Assesses your needs, implements care plans, and monitors your treatment and recovery.

- **Physiotherapist & Physiotherapy Assistant:**

- Helps you improve independence through strength, balance, and coordination exercises.

- **Personal Support Worker (PSW):**

- Assists with daily activities such as eating and bathing.

- **Registered Dietitian:**

- Provides nutritional advice and ensures you are getting the right food or supplements for your health needs.

- **Behavioural Support Nurse:**

- Assesses and helps manage patients experiencing challenging behaviors.

- **Discharge Planner:**

- Follows the Home First philosophy, working with you to create a discharge plan that prioritizes returning home when possible.

- **Support Services Aide:**

- Ensures your room and surroundings are clean and disinfected to prevent the spread of infections.

- **Clinical Extern:**

- A nursing student supporting patient care under supervision.

- **Fellow or Resident:**

- A doctor undergoing specialized training, assisting in your care.

Visiting Policy

We are committed to providing patient- and family-centered care (PFCC) with a focus on respect, participation, and collaboration. Please review the following guidelines to help ensure your loved one receives the best care possible.

- **Visiting Hours:** 9:00 AM – 9:00 PM. We recommend only two visitors at a time.
- **Essential Caregiver:** In collaboration with the health care team, a patient or family may designate a primary support person who can stay with patients who exhibit responsive behaviours, those with complex care needs, those under 18 or at end-of life.
- [Essential Care Partner Support Hub Overview - Ontario Caregiver](#)
- **Children:** Visitors under 12 must be supervised by an adult who is not the patient.
- **Pets & Animal Therapy:** Pre-authorization from the health team is required for any animal visits.
- **Additional Needs:** Visitors with their own care needs (e.g., elderly relatives) must not be left unattended, as staff cannot supervise or assist them.
- **End-of-Life:** Special visitation may be arranged for palliative care patients at the discretion of the healthcare team.
- **Personal Belongings:** We recognize and encourage bringing items that provide comfort to your loved one. However, we ask that you use discretion and **limit the number of personal effects** left at the bedside. **Staff cannot be responsible for personal belongings.**

Infection Control

- **Hand Hygiene:** Perform hand hygiene when entering and leaving the facility and patient rooms.
- **Feeling Unwell:** If you are sick or experiencing symptoms, **please do not visit** to avoid putting patients at risk.
- **Outbreak Protocols:** Visitors may need to wear Personal Protective Equipment (PPE) during an outbreak, which will be provided.

Privacy and Confidentiality

- To ensure the privacy and confidentiality of all patients and their personal health information, no recording devices are allowed in the unit.

Visiting Policy

Safety and Security

We are committed to maintaining a safe and respectful environment for everyone. If a visitor's behavior is disruptive, they will respectfully be asked to leave the premises. If necessary, a security presence may be requested, and in extreme cases, the Ontario Provincial Police (OPP) will be notified to ensure the safety of all patients, other visitors, and the HHHS care team.

Communication with the Care Team

We understand that you want to stay updated on your loved one's condition. To avoid disrupting critical care times, we recommend that **Power of Attorneys (POAs)** call during the following hours:

- **10:00 AM – 11:30 AM**
- **12:30 PM – 4:30 PM**
- **6:00 PM – 7:00 PM**
- **After 9:00 PM**

Please avoid calling during busy care periods when the team is completing assessments, administering medications, and supporting meals. These times include:

- **7:00 AM – 9:00 AM:** Shift handover, morning care, and breakfast.
- **11:30 AM – 12:30 PM:** Lunch and medication administration.
- **4:30 PM – 6:00 PM:** Dinner and evening medication administration.
- **7:00 PM – 9:00 PM:** Shift handover, evening care, and medication administration.

The unit number to call is 705-457-1392, Ext. 2224.

Important Notes on Privacy

- The care team can only share patient health information with individuals the patient identifies and consents to share information with, or with the **Power of Attorney for Personal Care if the patient is no longer able to make decisions**.
- Frequent update requests from third parties may delay patient care, so we kindly ask that the POA be responsible for sharing information with other family members and friends.

No Excuse for Abuse

Haliburton Highlands Health Services is committed to providing a safe environment for patients, residents, clients, visitors, volunteers, and staff. Any form of violence, aggression, discrimination, or verbal harassment towards anyone for any reason will **NOT be TOLERATED**. Security and/or police will be notified if needed. Thank you for helping keep our organization safe.

HHHS is a Smoke Free Property

HHHS has been a smoke and vape free property for many years. Any patients wishing to smoke or vape must be able to get themselves off hospital property independently. Lighters cannot be stored in patient rooms and must be handed in to nursing staff upon each and every return from outside. Nicotine patches and smoking cessation support is available for anyone unable to smoke independently.



Preparation for Discharge

As your hospital stay comes to a close, we strive to discharge patients early in the day. Our usual discharge time is 10:00 am. We encourage you to communicate this with your family the day before discharge to allow for transportation planning and prompt pick up.

On day of discharge, you will be:

- Assessed by the physician who will complete a discharge summary and provide prescriptions. Please have any questions ready for the physician at this time.
- Given a copy of your After Visit Summary (AVS) which summarizes your stay and outlines follow-up appointments and discharge medication times.
- Please let our team know which pharmacy you prefer and prescriptions can be faxed to help expedite medication pick-up.

HHHS PARTNERS IN CARE AGREEMENT

Patient Bill of Rights and Responsibilities

RIGHTS

- To access safe high quality care.
- To communicate with your health team in a language you understand.
- To ask questions.
- To participate in your plan of care.
- To refuse treatment.
- To obtain a second opinion from another health professional.
- To expect your advance directives for end-of-life care will be followed.
- To have your healthcare information kept confidential to the extent permitted by law.
- To access your medical records.
- To make complaints, raise concerns and recommend changes without fear of interference, coercion, discrimination, or reprisal.
- To have visitors unless this interferes with your wellbeing, rights, or safety.
- To have a health team that follows all required infection prevention and control practices.

RESPONSIBILITIES

- To be respectful of your health team, other patients, and visitors.
- To actively engage in your treatment plan.
- To understand that a treatment you ask for may not be provided if it is medically or ethically inappropriate.
- To be honest about your personal health information.
- To give valid Power of Attorney documentation to your healthcare team when requested in the case you become incapable of making treatment decisions for yourself.
- To participate in your discharge planning process.
- To be responsible for your personal property and valuables.

Developed by the Patient and Family Community Advisory Committee and the Quality and Patient Safety Department.

Compliment or Concern



Compliment or Concern?

Haliburton Highlands Health Services is committed to providing exceptional experience for our patients, clients, residents and families. We welcome your compliments.



Speak directly with your care team. You can also request to speak to the service area.



Complete the Feedback Form located on the HHHS.ca website.



Email your compliment or concern to quality@hhhs.ca



Call Quality & Experience
705-457-1392 extension 2263

Feet First

Mobilizing daily and maintaining strength during hospital stay is vitally important. To mobilize safely, proper footwear is important. Please ensure you have comfortable, supportive and slip resistant shoes that are easy to clean. Shoes that slip on (ex. slide or slipper) or have a heel should be avoided. Shoes that are adjustable with laces or velcro straps are a good option if there is any swelling of the feet.

Maintaining Strength During Your Hospital Stay

Did you know that staying in bed for too long during your hospital stay can lead to rapid muscle decline? Our goal is to help you stay active, even while you're healing, because movement plays a key role in maintaining strength and function.

Why Staying Active Matters

Research shows that when patients remain in bed for prolonged periods, they can lose muscle mass and strength at an alarming rate. In fact, after just **10 days of bedrest**, patients may lose up to **14% of muscle mass** and a **33% reduction in muscle strength**, especially in the lower limbs, which can severely affect their ability to walk and perform daily activities (BMC Geriatrics, 2023; CIHI, 2023). This decline can contribute to a loss of independence, with **34% of older adults** losing the ability to perform at least one activity of daily living (ADL) after hospitalization (CIHI, 2023).

What Happens When You Stay in Bed?

- **Muscle Weakness:** Muscles begin to shrink when they are not used, especially in the legs, hips, and core.
 - **Balance and Mobility Decline:** Staying inactive affects your balance and increases your risk of falls.
 - **Increased Risk of Readmission:** Prolonged immobility can lead to slower recovery, complications, and a higher chance of being readmitted to the hospital.
 - **Loss of Independence:** You might find it harder to do everyday tasks, such as dressing or walking, without assistance.
-

How Fast Does It Happen?

- **Within 24 hours:** Some functional decline begins to set in, especially in older adults.
- **By Day 5:** Muscle strength can decrease by as much as 10%.
- **By Day 10:** You can lose up to **14% of muscle mass**, and your strength can be reduced by **33%**.
- **After Two Weeks:** Patients may experience up to a **40% loss of muscle strength** in the legs and hips, increasing the risk of falls (BMC Geriatrics, 2023; Medicine Today, 2022).

Take Action: Stay Active

To avoid these risks, we encourage you to get out of bed and move as much as possible. Whether it's walking short distances with assistance, sitting up in a chair for meals, or engaging in exercises prescribed by your care team, every bit of movement helps.

Tips for Staying Active:

- **Ask for help:** If you're not sure what activities are safe for you, ask your nurse or therapist for advice.
 - **Start small:** Even small movements like sitting up, standing, or walking a few steps can make a big difference.
 - **Family support:** Involve your family in encouraging and supporting your activity.
-

Partner with Your Care Team

- Your healthcare team is here to help you stay active and avoid complications associated with immobility. We will work with you to set daily movement goals that align with your treatment plan.
- By staying active, you're not only helping yourself heal faster, but you're also reducing your risk of long-term complications and improving your chances of returning home stronger and more independent.

Remember: Use it or lose it!

References:

Canadian Institute for Health Information (CIHI). (2023). *Ontario Health Care System Report*. Retrieved from <https://www.cihi.ca>

BMC Geriatrics. (2023). *Predicting Hospitalization-Associated Functional Decline*. Retrieved from <https://bmgeriatr.biomedcentral.com>

Medicine Today. (2022). *The ravages of prolonged bed rest*. Retrieved from <https://www.medicinetoday.com.au>

The Benefits of Mobilization

The many benefits of mobilization

Mobilizing is one of the most important ways to maximize function and independence!

Skin

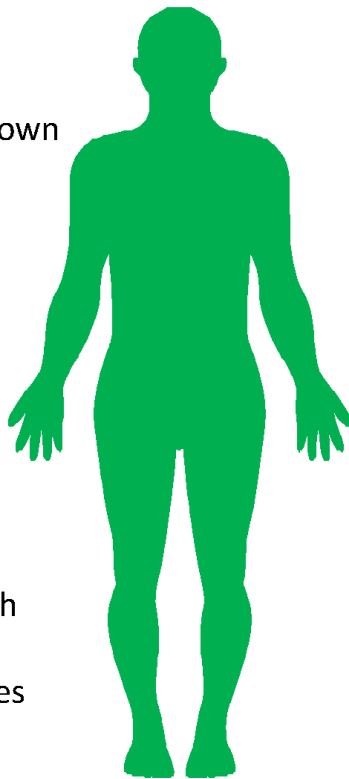
Prevents skin breakdown

Nutrition

- Improves appetite
- Lowers choking risk when eating

Muscles/Bones

- Improves strength
- Improves pain
- Strengthens bones



Memory/Mood

- Improves sleep and mood
- Decreases risk of confusion

Heart

Improves blood pressure and circulation

Lungs

- Improves breathing
- Helps to clear lungs
- Helps to fight infection



Benefits are achieved with even small amounts of activity!

Adapted from MOVEON movescanada.ca



PREVALENCE AND OUTCOMES OF IMMOBILIZATION IN OLDER ADULTS

In Hospital



Up to **83%** of time in hospital is spent **in bed** (Brown, 2009)



- Almost **35%** of **patients 70+** **decline in function** after a hospital admission.
- Immobility **increases length of stay** and **decreases rate of return home**

In the Community



Only **14%** of older adults **aged 65–79** are meeting the Canadian **physical activity** guidelines of 150 minutes of moderate-to-vigorous physical activity per week in bouts of 10 minutes or more. (Statistics Canada, 2014/15)



- Immobility **shortens lifespan**
- Immobility **doubles the risk of functional disability** (Hubbard, Parsons, Neilson & Carey, 2009)
- Immobility **increases risk of falling**
- Immobility **increases level of assistance needed** for daily living

In Long-Term Care



75% of **awake time** in LTCHs is **sedentary** (De Souto Barreto, 2016)



- Immobility **increases level of assistance needed** for daily living

Onset of **complications** can occur **within 24 hours** of bed rest!

Venous Thromboembolism (VTE) Prevention

VENOUS THROMBOEMBOLISM (VTE)



What is it?

A venous thrombo embolism occurs when a vein is partially or completely blocked by a blood clot, most commonly in the legs. The clot may break off and travel to the vessels of the lung causing a life threatening Pulmonary Embolism (PE).



How are they prevented?

Pharmacological Prophylaxis: Patients at low risk for bleeding, and not already prescribed an oral anticoagulant (blood thinner), will be recommended to start low-molecular-weight heparin (LMWH) injections, such as enoxaparin. These medications help prevent blood clots by thinning the blood.



Mechanical Prophylaxis: In situations where a low molecular weight heparin is contraindicated due to increased bleeding risk, mechanical compression stockings will be offered. Compression stockings help improve blood circulation in the legs and reduce the risk of DVT.



What can I do?

DAILY

- When sitting for long periods of time, move your knees, ankles, feet and toes.
- Keep your legs raised when you are in bed or sitting down.
- Wear compression stockings if your doctor has instructed you to do so.
- Stay well hydrated, by drinking plenty of fluids, to keep blood from becoming too thick
- Know what medicines you are on and carry a list of them in your wallet.
- Stay active and maintain a healthy weight. Exercise as instructed by your health care team.



WHILE TRAVELLING

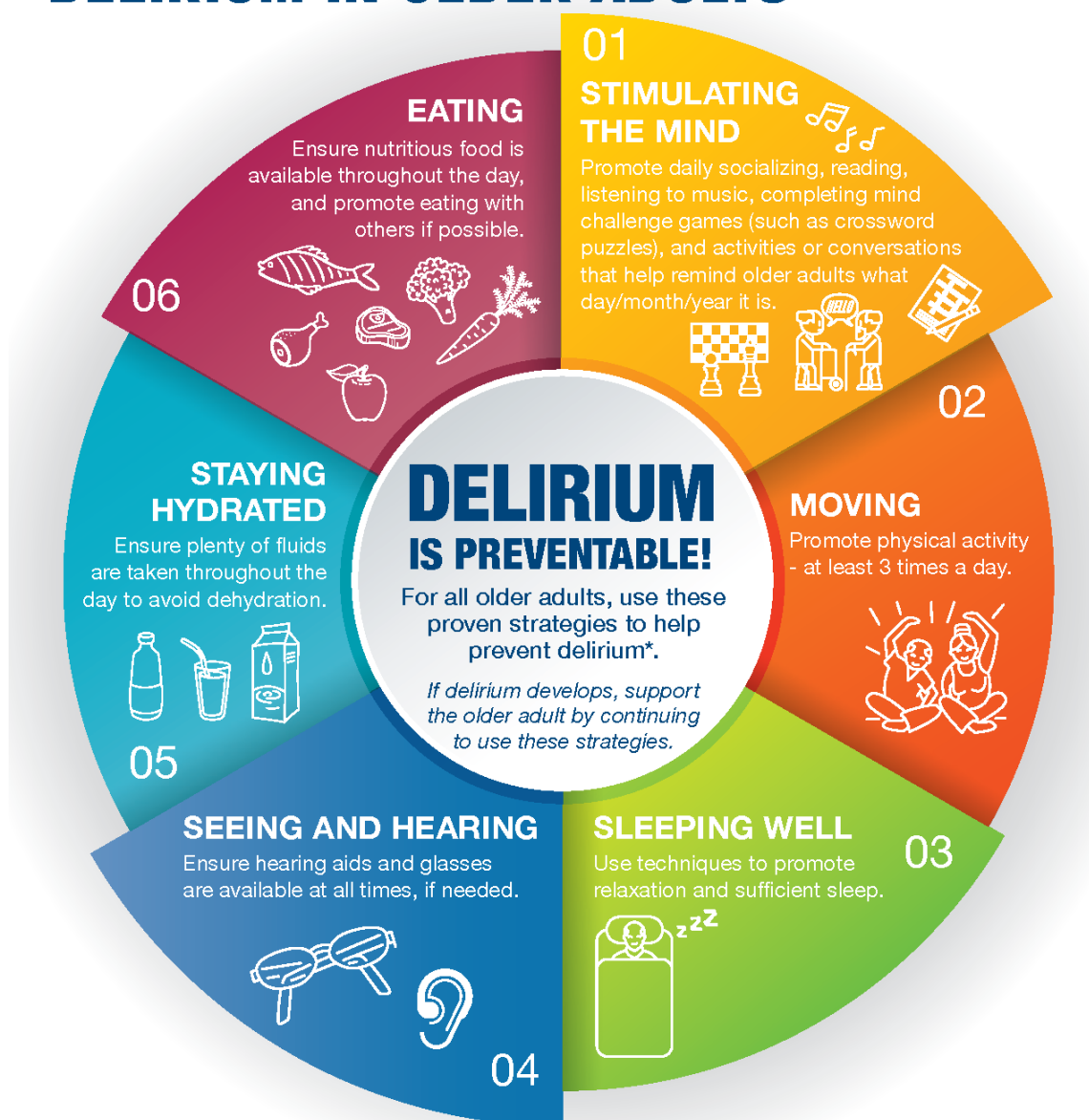
- Stand up and walk around every 1-2 hours.
- Do not smoke just before your trip.
- Wear loose, comfortable clothes.
- Shift your position while seated, and move your legs and feet often.
- Wear compression stockings if your doctor has instructed you to do so.
- Avoid alcohol and medicines that make you sleepy, because they can impair your ability to move around.



Delirium Prevention

Delirium is a mental state in which someone is confused, disoriented and not able to think or remember clearly. It is often temporary and treatable. Older adults who are hospitalized are at increased risk of developing a delirium. Below are proven strategies to help prevent delirium.

6 PROVEN STRATEGIES TO PREVENT DELIRIUM IN OLDER ADULTS



Nutrition is Important

A healthy diet is essential for good health, healing, and nutrition. Food is as important as your medicine.



Infection Prevention and Control (IPAC) Pamphlet

We are committed to keeping patients safe while in hospital, including preventing the spread of infectious diseases. Please review the following pamphlet to see how you can contribute to infection prevention and control too.

Symptoms of Infection

A few common signs of infection include:

- Fever
- Cough
- Vomiting
- Diarrhea

If you experience any of these signs while in hospital, you may be asked to wear a medical mask when your caregiver or visitor is present.



Isolation Precautions



Patients with signs of an infection or who are at risk may be placed on special precautions, or isolation. If you are on isolation, your nurse will provide you and your family with information about the precautions and any instructions that will need to be followed by anyone going into your room—such as wearing a mask, gloves, or gown to prevent the spread of infections. A sign will also be placed on the door of your inpatient room.

Infection Prevention and Control (IPAC) Pamphlet

Infection Prevention & Control (IPAC)

We, at HHHS, are committed to keeping our patients safe while in hospital, including preventing the spread of infectious diseases. Our health care team of staff and doctors follow many infection and prevention control measures — and ***patients and visitors can play their part too.***



How to protect yourself and others while in the hospital

Infections happen when germs enter the body, multiply, and cause harm or illness. Patients in hospital are more at risk of getting infections because they tend to have weaker immune systems. Fortunately, there are a number of ways that we all can help to prevent the spread of infections.

If you have questions, please contact IPAC
705-457-1392 EXT #2283

Infection Prevention and Control (IPAC) Pamphlet

Clean Your Hands

Since the main way that germs are spread is with our hands, it's extremely important that we keep our hands clean. Good hand hygiene means cleaning your hands either by rubbing with an alcohol based hand sanitizer or by washing with soap and water. Alcohol-based hand sanitizer is available in all patient rooms, outside of patient rooms, and at main entrances.

Staff & Physicians Clean Their Hands Too

There are 4 moments in hand hygiene for healthcare providers:

1. When entering your room or space.
2. Before performing an aseptic task, such as:
 - Dressing a wound
 - Giving an injection
 - Inserting an Intravenous or urinary catheter
3. After exposure to blood or body fluids
4. When leaving your room or space.

Monitoring of Clean Hands

We monitor our staff to see how they are cleaning their hands. In particular, we monitor hand hygiene practice before contact with a patient staying in the hospital, and after contact with the patient.



What's the Best Way to Clean Hands in Healthcare?

Alcohol-based hand rub (ABHR):

- preferred when hands are not visibly soiled
- takes less time than hand washing
- more effective than hand washing with soap and water when hands are not visibly soiled
- mechanical rubbing action is important to kill transient bacteria
- less drying to hands than soap and water

Hand washing with soap and running water:

- preferred when hands are visibly soiled because alcohol is inhibited by organic matter
- preferred for specific organisms

Falls Prevention Pamphlet

Your health and safety is important to us. We are striving to reduce the number of falls and fall-related injuries by identifying risks and working with patients to reduce risks.

Haliburton Highlands Health Services Falls Prevention Initiatives

- ☐ Falls Mats
- ☐ Bed and Chair Alarms
- ☐ Easily accessible call bell
- ☐ Hip protectors
- ☐ Assistive devices such as walker or cane, raised toilet seats
- ☐ Improved lighting in all resident/patient care areas
- ☐ Providing rest areas throughout the facility
- ☐ Handrails and grab bars
- ☐ Anti-slip flooring
- ☐ Regular health and safety checks for safety/ tripping hazards

**Ask your health care team
for more information
about home safety**

Your health and safety is
important to us.

We are striving to
reduce the number of
falls and
fall-related injuries by
identifying risks and working
with you
to reduce these risks.

***Together we will reduce
the risk of falls and
fall-related injuries.***



This brochure was developed for
families and residents and
patients of
Haliburton Highlands Health
Services



Leaders in Innovative Rural Health Care

Falls Prevention

**Haliburton
Highlands Health
Services**



**Preventing Falls is
Everyone's Business**

Fall Prevention Pamphlet

How does HHHS support you in Preventing a Fall?



- ☐ We assess falls risk for all new residents and patients
- ☐ We reassess falls risk if you experience a fall and with regular nursing assessments
- ☐ We monitor falls patterns for trends and take corrective action
- ☐ We encourage a partnership between residents, patients, families, and staff to create a safe environment
- ☐ We respect resident/ patient dignity and decision making
- ☐ We provide resident/ patient -centred care
- ☐ Every resident/ patient is assessed by a physiotherapist upon admission and as needed
- ☐ Assess every resident/ patient for specific risk factors related to falls (see "Are you at risk")
- ☐ Provide staff training on falls prevention.
- ☐ Provide opportunities for you to partake in regular strength and balance activities
- ☐ Regular medication reviews

Are you at risk of a FALL?



Have you recently experienced...

- ☐ Lack of physical activity
- ☐ Environmental Hazards such as clutter or poor lighting
- ☐ Muscle Weakness
- ☐ History of falling
- ☐ Balance problems or difficulty walking
- ☐ Slippery or poor-fitting footwear
- ☐ Urgent need to go to the bathroom
- ☐ Vision/ Hearing difficulty
- ☐ Taking more than 4 medications daily
- ☐ Taking medications that cause drowsiness or a drop in blood pressure
- ☐ Confusion
- ☐ Recent illness
- ☐ Health conditions such as Parkinson's disease, depression, arthritis, stroke, dementia, diabetes

What can you do to help prevent having a fall?



- ☐ Share any concerns you have about falling with the staff
- ☐ Participate in regular and safe physical activity. Daily exercise helps to improve balance, flexibility and strength
- ☐ Wear glasses and hearing aids as prescribed
- ☐ Wear proper shoes. Proper footwear is important for maintaining balance
- ☐ Get up slowly after eating, lying down, or resting. Report any dizziness, unsteadiness, or weakness to staff.
- ☐ Eat regular, healthy and well-balanced meals.
- ☐ Ask questions to your doctor and health care team to learn about your medications. Some prescription and non-prescription drugs can affect your balance and coordination.
- ☐ Use hip protectors, non-slip socks, wheelchair or walking aids as recommended by your health care team
- ☐ Clear clutter and tripping hazards from floors

Skin Care and Pressure Ulcer Prevention Pamphlet

We are striving to reduce the number of pressure injuries and promote healthy skin.

How does my skin change as I age?

As we age our skin becomes thinner, drier, is less elastic, and has less blood flow. These factors put you at risk for injury from pressure, moisture, friction, shear and malnutrition.

These factors also can make your skin more prone to irritation and infection, bruising, and delayed healing.

Who is most at risk for skin breakdown?

People who are most at risk for skin breakdown may have:

- Skin that is exposed to incontinence or heavy perspiration
- Experienced weight loss
- Poor nutrition & dehydration
- A need for assistance with moving and repositioning
- Poor circulation
- Difficulty feeling pain or pressure

Your health and safety are important to us.

We are striving to reduce the number of pressure injuries and promote healthy skin.

Together we will reduce the risk of skin breakdown and pressure related injuries.



Skin Care and Pressure Ulcer Prevention



A guide to skin care and preventing and treating pressure injuries

This brochure was developed for families and residents of Long Term Care at Highland Wood and Hyland Crest

Skin Care and Pressure Ulcer Prevention Pamphlet

What is a pressure ulcer?

A pressure ulcer (also called a bedsore) is an injury to the skin and the underlying tissue under the skin.

Why do they occur?

Pressure ulcers are caused by prolonged pressure, shearing or moisture being applied to the skin that disrupts blood supply to the area and increases skin fragility which results in skin breakdown.

Pressure ulcers often occur over bony areas such as the hips, buttocks, tailbone, elbows, heels, etc.

Harmful pressure to the skin happens when you sit or lie in one position too long.

Shearing can be a result of repositioning or moving in and out of beds or chairs. The skin against the bed or chair may not move with the rest of your body and gets pulled and stretched leading to damage

How can I prevent pressure ulcers?

- Change your position frequently – weight shift in sitting



- Request assistance with transfers if required
- Do gentle arm and leg exercises when you are in bed or sitting in a chair.
- Use pillows to protect fragile or bony areas.
- Limit head of bed elevation to 30 degrees, to reduce shearing
- Use recommended pressure reducing surfaces & supports
- Keep your skin hydrated - apply moisturizer frequently
- Eat a healthy, balanced diet.
- Report any skin concerns to the nursing staff for immediate follow up.

How can your health care team help?

PSW staff will :

- Assess your skin every time they assist you with care
- Report any issues with your skin to the Nursing staff

Nursing staff will:

- Assess your skin routinely
- Initiate an ulcer prevention / treatment plan if issues are reported
- Collaborate with additional members of the health care team including your physician, a dietician, a physiotherapist and an occupational therapist. To provide treatment

Treatment will be personalized to your care needs, and may include frequent repositioning, use of barrier creams, use of pressure relieving surfaces, the application of dressings, and recommended dietary supplementation.

MyChart Pamphlet

You can access information about your hospital stay and test results online by signing up for MyChart. Please see the pamphlet below for more information.



Stay connected to your health information online

View your medical information, test results, and more.



Save time coming for your hospital appointments

Get reminders and complete check-in steps before you arrive.



Track your health

Review your healthcare history, prescribed medications, and more.

**Sign up for
MyChart today:**



mychart.ourepic.ca

**Take MyChart on-the-go!
Download the app**



Download on the
App Store



GET IT ON
Google Play

For more information and answers to frequently asked questions regarding topics related to activation, proxy access, or security, visit mychart.ourepic.ca.



You can contact our support line at 1-833-789-3742.

MyChart
Central East Ontario

**View and share
your health
information with
this free, secure,
online tool**



MyChart Pamphlet

MyChart is an online tool, available on web and mobile platforms, where you can access all your health information in one place.

MyChart Central East Ontario offers secure online access to your health record for care you received at any one of these hospitals located in our region:

Campbellford Memorial Hospital
Haliburton Highland Health Services
Lakeridge Health
Northumberland Hills Hospital
Peterborough Regional Health Centre
Ross Memorial Hospital
Scarborough Health Network

What you can access

Use MyChart Central East Ontario to view and print:

A list of your future and past appointments at hospitals in our region

Your bloodwork results

Notes from your healthcare team

A list of your medications

How to sign up

How do I sign up for MyChart Central East Ontario?

Ask a member of your healthcare team for support or register by visiting mychart.ourepic.ca

Can children register for MyChart?

Patients must be at least 12 years old to create their own MyChart account. Parents/guardians must have an existing MyChart account to access the child's clinical documentation. To set up access, please contact our support line at 1-833-789-3742.

Can I share my health records on MyChart with others?

Yes. In MyChart, you can request to provide someone with one-time access to your records. You can also choose to download and email your results or notes.

For more details, please see FAQs on mychart.ourepic.ca

Can I allow a family member/friend to access my records in MyChart?

Yes. In MyChart, you can give a family member/friend what is known as proxy access to view your health record. This person must be 18 years of age or older and have a MyChart account. For more details, please see FAQs on mychart.ourepic.ca

Frequently asked questions

Is there a fee to use MyChart?

No, MyChart is a free service for patients who received care at any hospital in the Central East.

When can I access my test results?

You will see your test results on MyChart once they are finalized and scheduled for release. Click on 'test results' to view your results. For further information on specific time-frames to expect for results, visit our FAQ section at mychart.ourepic.ca

Is MyChart safe and secure?

Yes, our Central East hospitals are committed to protecting the confidentiality of your health record against unauthorized access and use. To ensure your account stays secure, use two-step verification to help verify your identity by entering a verification code before you log in.

What if I forget my username or password?

Click on the "Forgot UserName?" or "Forgot Password?" link on the MyChart sign-up page. You will need to verify your identity by text or email, or call our MyChart support line at 1-833-789-3742.

Ontario Health atHome

An Ontario Health atHome Care Coordinator may become involved with your care as you prepare to be discharged home. They link patients with supports in the community. If a patient is wait listed for services (Nursing, PSW, Physiotherapy, etc.) in the community or equipment delivery is delayed, we strive to ensure this is communicated in a timely and transparent manner.



Connecting you with care

We're here to help. Ontario Health atHome coordinates in-home and community-based care for over 400,000 patients every month.

Our mission is to help everyone be healthier at home through connected, accessible, patient-centred care.

We assess patient care needs and deliver in-home and community-based services to support your health and wellbeing. We also provide access and referrals to other community services and manage Ontario's long-term care home placement process.

We provide a wide range of health care services and resources to support people at home, at school or in the community. Our home and community care services are covered through the Ontario Health Insurance Plan (OHIP). Based on your assessment, we may provide you with the following services:

- Care Coordination
- Nursing services (at home, at school or in a Community Nursing Clinic)
- Personal Support (bathing, dressing, etc.)
- Long-term care placement services
- Physiotherapy
- Occupational Therapy
- Speech Language Pathology
- Social Work
- Nutritional Services
- Palliative and end-of-life care
- Medical Supplies and Equipment
- Information & Referral
- Other specialized programs available, as needed

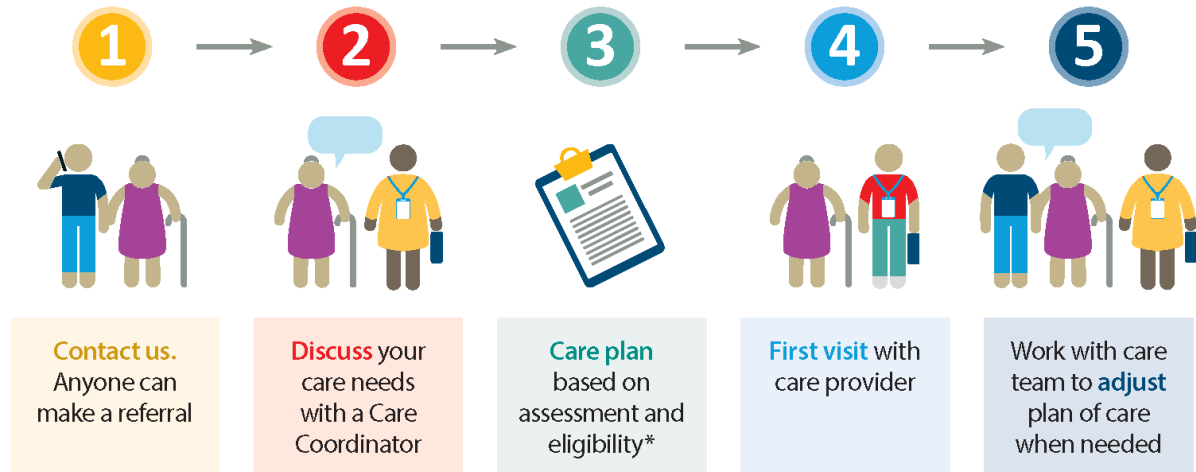


We help patients and families:

- Remain safely at home with the support of health and other care professionals
- Leave the hospital and recover at home
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity, in the setting of their choice

Connecting You With Care

How we coordinate care



*If you are not eligible for our home and community care services, the care coordinator will explain why and will help you find alternatives to meet your needs. They will also connect you with services in your community that are right for you, such as meal services, friendly visiting and adult day programs.

Get in touch with us

Anyone can call to inquire about home and community care services. Our team is here to answer your questions and help you access the care you need. To contact Ontario Health atHome, seven (7) days a week, 365 days a year:

Call **310-2222** (no area code required)

* This service will automatically direct your call to the nearest office from your calling location.

Visit our website: ontariohealthathome.ca

Information and Referral

We can provide support with system navigation and help connect you with other programs and services available in your community. If you are not eligible for our services, or if you require additional supports that are not part of the services we offer, we can provide you with information about other community supports including meal delivery services, Adult Day Programs, transportation services, caregiver support, respite care and more.

Thehealthline.ca puts accurate and up-to-date information about health and community services at the fingertips of patients, doctors and health care providers across Ontario.

thehealthline.ca

Visit thehealthline.ca to find health and community services near your home.