

? Patient Information

Welcome to University Health Network

Visiting at UHN Patient Relations Your Opinion Counts! Your Privacy
Patient Education and our Patient & Family Libraries Infection Prevention and Control

Visiting Patients at UHN

University Health Network: Our Commitment to Patients

University Health Network (Princess Margaret Hospital, Toronto General Hospital and Toronto Western Hospital) encourages visits from family and friends during the healing process of our patients. We know that having loved ones nearby while in hospital makes patients more comfortable and speeds up their recovery. We have Visiting Guidelines to make sure that we are able to preserve all patients' rights to privacy and confidentiality and to protect patients and their families from hospital acquired infection.



Flexible Visiting Guidelines

If you are visiting a patient at UHN:

- Please do not visit the hospital if you or your children are feeling sick, have a fever or cough, have diarrhea or vomiting.
- Please clean your hands when entering the hospital, before entering and after leaving a patient room, and frequently/regularly during your visit with us.
- Please make sure that no more than two visitors are at the patient's bedside at any one time.
- Please make sure that children under 12 are with an adult at all times.
- Please help us to maintain the privacy and healing environment of all our patients and their families.

For unit specific information about flexible visiting please speak to the health care team on the patient care unit or department for details.

Also see the visiting website at www.uhn.ca

We are dedicated to helping create a meaningful visit for our patients



**UHN cares about patient safety
Within the past 24 hours,
have you had:**

- Diarrhea?
- Fever and/or chills?
- New or worsening cough?

**If YES to any of the above, please
inform the nurse or
receptionist immediately.**

**If you are sick, you may make
patients or healthcare
workers sick.**

Contact Us:

TGH - 416-340-4800

TWH - 416-603-5800

PMH - 416-946-2000



University Health Network
Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital

What does UHN do to protect our patients, staff, family members and friends?

1. UHN makes sure that all areas of the hospital, especially patient-care areas, are cleaned and disinfected regularly.
2. The UHN Infection Prevention and Control team stresses how important it is that everyone follows infection control guidelines, including good hand hygiene practices. The team also has a number of other strategies to stop or reduce hospital-acquired infections, such as patient screening.
3. All UHN hospital staff are monitored by the Employee Communicable Disease Service (ECDS). This team watches for infectious diseases such as “the flu” and other illnesses that can spread easily in hospital. The ECDS also makes sure staff who are sick stay home until they are better and gives vaccinations, such as the annual “flu shot,” for all staff.



Patient Relations

Feel free to call Patient Relations whenever the following arises:

- To express thanks to a member of the UHN staff, physicians, students or volunteers.
- When you have general or specific questions or a need for information concerning the services and / or processes at UHN.
- When you wish to share ideas for making services better.
- When you have questions about rights or legal obligations.
- When you have concerns or grievances about services or your interactions with UHN staff or physicians.
- If you need some support.

Virtual Patient Focus Group

University Health Network is interested in finding out what you have to say about specific programs and UHN initiatives.

We want your feedback and suggestions.

What is the virtual patient focus group?

- It is a group of individuals who participate in giving us feedback about our projects and services.
- We use e-mail to connect with you four times per year.
- Your confidentiality will be protected.

Patient Relations Contact Information

Telephone: (416) 340-4907

Fax: (416) 340-3537

E-mail: patientrelations@uhn.on.ca

Website: www.uhn.ca and click on “Patient and Visitors” link

Office hours are 8:30 a.m. to 4:00 p.m., Monday to Friday



University Health Network's Privacy Commitment to Patients

Protecting Your Health Information

At University Health Network, we treat your personal health information with respect and sensitivity. We do so in accordance with the Ontario Personal Health Information Protection Act and all other applicable laws.

The people at UHN who provide and support your care are allowed to see your health information. This group includes doctors, nurses, technicians, therapists, and other health professionals who provide care. Students may also work with your health care team under the guidance of qualified teachers.

How is my health information used?

- To provide you with healthcare
- To comply with legal and regulatory requirements
- To make our health services better and more efficient
- To support UHN's research programs
- To support UHN's educational activities

Who does UHN share my personal health information with?

- Your next-of-kin (family member) or legal representative - a person you choose
- Other health-care providers as part of your care
- Health regulatory agencies (for example, agencies that track wait times)
- Public authorities as permitted and required by law (for example, Public Health to track infections)
- Government agencies (for example, the Workplace Safety & Insurance Board), or if you give your consent, your private insurer to get payment for your treatment or care

Unless you tell us not to, we may also disclose your information to:

1. Visitors or callers so they can reach you in the hospital. If you **do not** want UHN to tell visitors or callers that you are in the hospital, let us know when you are admitted and share this with your care team.
2. Connect you with a religious or spiritual advisor from the community who may visit you in the hospital. If you **do not** want this service, please tell us when you are admitted.
3. Share your information with the UHN foundations. If you **do not** want to be contacted for fundraising after you leave the hospital, please let us know that when you are being admitted, or you may also call 416-946-2114.

Can I see my record of personal health information?

We respect your right to see your health record. If you wish to do so, please call the Release of Information line at 416-340-4771.

Further questions and concerns can be directed to the Office of the Information and Privacy Commissioner of Ontario at:

Telephone: 1-800-387-0073
2 Bloor St. East, Suite 1400
Toronto, ON M4W 1A8
Website: www.ipc.on.ca

For more information please see our privacy brochure available at many locations throughout the hospital.

You may also contact the UHN Privacy Office:

Telephone: (416) 340-4800 ext. 6937

E-mail: privacy@uhn.on.ca

Website: www.uhn.ca/patient/privacy



University Health Network

Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital

Patient Education at UHN - "Improving Health through Education"

UHN believes that you, our valued patients, family members and visitors, should understand as much as you can about your health, an illness or condition, treatment or test. This will help you to work together with your healthcare team, take part in the care you need, and help you to make good decisions about your health.

"Six things you can do to take part in your care"

1. Write down your questions when you see your health care provider.
Ask them to explain in "plain language".
2. Tell your health care provider about your past illnesses and any new or different symptoms you are having.
3. Bring all of your medicines, including vitamins and any over the counter or herbal remedies, when you go to the hospital or when you see your health care provider.
4. Tell a member of your health care team if you ever have had an allergic or bad reaction to any food or medicine.
5. Take a family member or friend along to help you remember what your health care provider says.
6. Make sure you know what to do when you go home from the hospital or from your doctor's office.

Need help? Visit any Patient & Family Library, go to:
www.uhnpatienteducation.ca , or talk to a member of your healthcare team.

To help you learn more, each hospital at UHN has a Patient & Family Library. Feel free to drop by any of our three libraries at any time. Our trained and friendly staff will help you find the information that best meets your needs.

Patient & Family Libraries at UHN



PMH

Location: Main Floor Atrium
Telephone: 416 -946-4501 ext. 5383
Email: patienteducationpmh@uhn.on.ca
Open: Mon-Thurs 9:00 a.m.-5:00 p.m.
Friday from 9:00 a.m.-3:00 p.m.

TGH

Eaton Lobby, Room 216
Telephone: 416 -340-4800 ext.5951
Email: tgpen@uhn.on.ca
Open: Monday to Friday 9:00 a.m. – 4:00 p.m.

TWH

West Wing, 1st floor, Room 421
Telephone: 416-603-5800 ext. 6277
Email: twpfl@uhn.on.ca
Open: Monday to Friday 8:30 a.m. – 4:30 p.m.