



Patient Guide



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Patient Care Philosophy

Thank you for choosing West Shore Medical as your preferred healthcare provider.

West Shore Medical's attentive and caring staff will provide all your healthcare needs while also making you feel valued, respected and most importantly at home.

With our mantra, "Healthcare with a Heart", we strive to exceed your expectations in order to provide a comforting environment where you can put your mind at ease from the world outside.

This brochure is designed to provide information about our services and organization yet we hope that you will have no reservations to express any comments or concerns to our friendly staff.

Patient Guide and Amenities

Nursing Care

Our team of nursing personnel is comprised of Registered Nurses, in maroon uniform, experienced Nursing Assistants, in lilac uniform, and Patient Care Assistants, in light green uniform.

Each shift is managed by a Floor Nursing Manager. The Nursing Administrator is responsible for the management and operation of the ward.

A board is located in your room listing your assigned staff on each shift to ensure familiarity, knowledge and accountability.

Pool Private Sitters and Registered Nurses.

Your doctor may request a pool private sitter or a registered nurse based on your medical condition to be assigned 24 hour coverage at your cost.

The Floor Nursing Manager will coordinate the delivery of this service and will communicate to you or your relative the cost based on the level of nursing personnel.

Hospitality Coordinator

The Hospitality Coordinator is here to guarantee that your stay is smooth and stress free. He or she is the patient advocate and will act as the liaison between the patient and the hospital. The Hospitality Coordinator will strive to make certain that all services are delivered on time and that you are updated if any delays are incurred. If you have any comments, concerns or questions about your stay with us, always feel free to forward them to our Hospitality Coordinator at any time so they can be addressed promptly.

Nurse Call System

All rooms are equipped with buzzer located at the bed rail and bathrooms. Whenever assistance is required and in particular to get out of bed you must utilize the buzzer in summoning your caregivers.

Visitor Guide and Amenities

Patient Vitals and Continued Nursing Care

A patient under our care must be continuously monitored to ensure progress in your medical recovery.

It is hospital policy however for vitals to be taken at least every four hours including the hours during the night.

We sincerely hope you appreciate our responsibility and apology for the inconvenience.

Patients Hygienic Needs

Patients are tidied from 5:00 am in preparation of doctor's visit and loved ones.

Bed Operation

Your bed can be adjusted to a position most comfortable for you. Please request your Nurse to adjust to your comfort and based on your medical condition.

Patient Meals and Room Service

Breakfast is served from 6am to 8am, lunch at noon and dinner from 5pm. A menu will be provided by your meal attendant to whom you may request your choices for the day. Mid morning and mid afternoon snacks are also offered. It is important to note, that meal offerings are dependant on your present diet appropriate for your medical condition and stipulated by your doctor. Relatives are not allowed to bring food.

Conveying Patient Information

The universal practice is that no health information will be discharged without the patient's approval. Only the patient's next of kin is authorized to receive information on his or her behalf. This person will be noted on the patient's file and in turn will assist in the communicating process of the patient's health care.

Visiting Hours

Patients may receive visitors at any time, but rest is important and an asset to the patient's recovery, thus certain restrictions apply as follows.

For visitors to the Floor after 9:30 p.m., security personnel will contact the Nurse-in-Charge to establish whether permission will be granted for visit. If approval is granted by the Nurse-in-Charge, visitors will be issued a numbered badge by security. Similarly, we request that visitors kindly return the badge on exit, recording time out.

Family members are not allowed to overnight in any shared rooms. Only under certain conditions can a family member overnight in the private rooms. It is not standard policy to offer a 'bunker' for family to stay overnight in Private Rooms. This service is only provided complimentary to patients' relatives if deemed absolutely necessary by the Floor Manager.

Visitors' Lounge

The main visitors lounge is located on the first floor between the rooms Orchid and Hibiscus. Two additional waiting areas are located at the entrance of Accident and Emergency and the Clinic.

We hope that you appreciate that certain restrictions apply to these areas in consideration to other visitors and guests to the hospital.

We kindly request that under no condition should relatives sleep overnight in the Visitors Lounge or that the door be closed or exclusive only to a particular patient's relatives. We are grateful for your cooperation and consideration.

Financial and Legal Information

Cafeteria and Dining

West Shore's cafeteria is located on the South end of the front building bordering the middle parking lot. The cafeteria is open Monday to Saturday. Breakfast is available from 7:30am to 10:00am and Lunch from 11:30am to 1:00pm. There are also two vending machine available opposite the visitors' lounge on the ward.

Television

Your room is equipped with a television with a remote control. A listing of cable channels is available. Earphones are provided in shared rooms.

Telephone

Each room is equipped with a direct line. Internal hospital calls are complimentary however a charge is incurred when you call out, and this will be shown on your billing receipt. If you need assistance in placing a call, dial 221 for the operator. Cell phone use is generally discouraged particularly in the ICU and Operating Theatre.

Internet

Each room is equipped with complimentary Wi-Fi for your internet-surfing needs. In the event that you are having trouble connecting, any caregiver will be happy to assist you.

We take this opportunity to explain our payment policy and sincerely hope that you will appreciate the need for financial prudence to ensure continuity of quality service.

CONTACT PERSON

The patient must identify an individual who shall be the *contact person* for West Shore Medical to communicate all financial matters. We prefer not to discuss financial matters with patients during their recovery period.

PAYMENT POLICY

West Shore Medical does not accept *personal* or *company cheques*. Payments can be made by *Cash, Lixx, Manager's Cheque* or *Visa/MasterCard* credit cards.

DEPOSIT POLICY

Medical, CCU and ICU patients are required to pay deposits of \$7,000.00, \$15,000.00 and \$30,000.00 respectively, prior to admission.

Within twenty-four hours of admission our Financial Advisor will liaise with your Physician to establish an estimated amount for the continued services to be rendered.

The Financial Advisor will then communicate to the *contact person* the estimated amount which must be paid in full. You are required to remain in credit to ensure the continuity of service, and to prevent our Financial Advisor from constantly being in contact with you regarding your balance.

Our Financial Advisor or Billings Department can be contacted to provide information regarding your billings and balance.

We thank you for your kind patronage and the time taken to read this document. If you should have any query regarding our billings or operations, please feel free to call our Billings Supervisor or the Financial Advisor.

Physician Status

At West Shore Medical the physicians are Independent Contractors who are self-employed and are not the agent, servant, or employee of the hospital. Other physicians may be called upon to provide cares, either directly (as consultants) or indirectly through professional services (i.e. Radiology, Pathology, ECG interpretations, Anesthesiology). These physicians are also independent contractors who are self-employed and are not agents, servants or employees of the hospital. West Shore Medical is not responsible for the judgment or conduct of any of the physicians.

The Physician is also responsible for discussing the treatment plan and the patient's progress with the next of kin. The Registered Nurse cannot disclose this information to you.