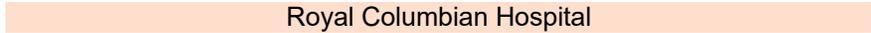




Heart Services (Cardiac Services)

Royal Columbian Hospital



www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

Catalogue #256099 (October 2019)

To order: patienteduc@fraserhealth.ca



Who We Are

Welcome to Royal Columbian Hospital (RCH). Our hospital is a regional referral hospital providing specialized surgical and medical programs to people from Burnaby to Boston Bar. We are also a community hospital serving the residents of New Westminster.

Our hospital is a leader in heart (cardiac) services. Many people start their heart journey in our state of the art heart catheterization lab (the busiest in the province). Once an area of blockage is confirmed, arteries can often be opened right away. In some cases, heart surgery might be needed.

We have a highly successful heart surgery program with over 1,000 surgeries done each year.

Whatever your needs, our experienced and highly trained team of health professionals is focused on making your recovery as smooth and stress-free as possible.



Gerd Altman/Pixabay.com

Food services

Vending machines with snacks and drinks are located throughout the hospital.

The Cafeteria and Tim Horton's are both located in the basement level of the Health Care Centre (the Green Zone).

♥ The Cafeteria hours

7:00 a.m. to 5:00 p.m. (Monday to Friday)

7:30 a.m. to 2:00 p.m. (weekends and holidays)

♥ Tim Horton's hours

6:30 a.m. to 9:30 p.m. daily

A variety of restaurants are located across from the hospital on Columbia Street. Save-on-Foods has a deli with prepared sandwiches, salads, and entrees.

Parking

For information about parking, ask for our Parking Information pamphlet.



Bringing in food from home

Please check with the nurse first to make sure it is okay to bring in food for the person.

Flowers - Balloons

- ♥ **CSICU:** No flowers or balloons please.
- ♥ **2 North:** No flowers or balloons please.
- ♥ **2 South:** Only scent-free or silk flowers are allowed. Strongly scented flowers such as lilies are not allowed. No latex balloons please.

Scent-free

Some people are sensitive or allergic to scents. When visiting, please do not wear perfume, cologne, hairspray, or aftershave.

Smoke-free

Smoking tobacco or cannabis, or using e-cigarettes is not allowed anywhere inside the hospital or on its grounds.

Moves and transfers

People do not often return to the same room after surgery that they were in before surgery.

We often need to move a person from 1 room or unit to another. This can happen at any time of the day or night.

If you come to visit and this has happened to the person you are visiting, do not be alarmed. We will direct you to their new room.

Our Units

Cardiac Surgery Intensive Care Unit (CSICU)

2nd floor, Health Care Centre 604 520-4725

After open heart surgery, people usually spend about 24 hours in the CSICU. While in this unit, they are closely monitored by a team of highly specialized nurses and other professionals. Sometimes, we have people who do not need heart surgery but do need this type of specialized care.

Cardiac Step-down Unit (2 South)

2nd floor, Columbia Tower 604 520-4518

The 2 South Step-down Unit is one of our high acuity areas. There is a mix of patients, some who have had heart surgery and others who have a heart condition. The people who have had heart surgery usually come from CSICU and stay on this unit until they are ready to go home. The people with heart conditions could be waiting for heart surgery or for a heart procedure.

Cardiac Interventional Unit (2 North)

2nd floor, Columbia Tower 604 520-4572

The 2 North Interventional Unit is also a high acuity unit. A person stays on this unit to recover from a heart attack, heart failure, and heart rhythm problems. Some people stay on this unit to wait for and recover from heart procedures.

Your Stay

Your belongings

You should have:

- toothbrush and paste
- brush and/or comb
- housecoat
- slippers (closed in the back, non-slip soles)
- clean underwear: several pairs (3) of briefs/panties
For women having heart surgery: a comfortable, well-fitting bra with front closure and without underwire
- glasses with case
- hearing aids with case and spare battery(s)
- dentures with container
- electric shaver with 3-prong plug
- cell phone and charger

A note about valuables: The hospital is a public building. Valuables can go missing. Send anything home that is valuable or that you are not using. We cannot be responsible for any lost or stolen items.

Your cell phone

Cell phones can be used in the hospital. They do not interfere with our equipment. Please place it on silent or vibrate.

Phone calls

Cell phones are allowed in the hospital. We encourage people to stay in touch with family and friends. While visiting, place cell phones on silent or vibrate.

Communicating with us

The care team is happy to discuss the patient's condition with immediate family members and/or significant others.

To help streamline communication, we ask you to pick 1 person to be the main contact for the family. We ask that the family contact pass on any relevant information to other family and friends. Please give us the name and phone number of the family contact.

For the family contact calling in for updates, it is best to call before or after the nurses change shift (before 7:00 and after 9:00, morning and evening). This gives the nurse time to get an update from the previous nurse and complete a check of the patient.

Sending well-wishes by email

Send an email that includes the patient's full name, unit and room number, along with your message and it will be hand-delivered by a volunteer. # youvegotmail.rch@fraserhealth.ca.

For Visitors

Visiting

- ♥ **CSICU:** We welcome immediate family and significant others to visit. The person or immediate family must agree to other visitors. Before bringing children to visit, check with the nurse. There is a lot of equipment and children can be very frightened by what they see.

Visiting hours are 24 hours a day, seven days a week. However, there will be times when we ask you to wait, such as for care, team care rounds, safety reasons, and during shift change (7:30 to 8:30, morning and evening). If asked to wait, please be patient.

Always use the intercom on the wall outside the unit each time you visit and ask if it is okay to visit (even if the doors are open).

- ♥ **2 South and 2 North:** All visitors including children are welcome. We might ask that a child be taken out of the unit if we feel the child is disturbing others.

Each unit has a mandatory rest period - 1:00 to 3:00 p.m. Visitors are not allowed in rooms during this time.

Note: We might ask you to shorten your visit if the person's medical condition suddenly changes or if we need to do a medical procedure or test.

Your room

Because of medical needs and equipment, sometimes men and women share the same room. We strive at all times to maintain your privacy.

You can ask for a Semi-Private or Private room. We have a limited number of these. There is a fee which could be covered by an extended health plan, if you have one.

If you are covered by BC Medical Services Plan, there is no fee for a bed in a 4-bed shared room.

Sometimes we need to move people from the room they are in. Reasons why we might move you:

- your medical needs or those of another person
- the room you asked for initially was not available

Smoke-free

Smoking tobacco or cannabis, or using e-cigarettes is not allowed anywhere inside the hospital or on its grounds. We might be able to offer you Nicotine Replacement Therapy to keep you comfortable while in the hospital.

Rental TV

Televisions are available at a daily rate. Information is available at the nurse's station. Personal electronic equipment with headphones is permitted.

WiFi

We have public internet access throughout the hospital. It is called 'FH Guest'. You do not need a password to use it. Please note - It is an unsecured network.

Meals

Let us know if you have any food allergies or specific dietary needs. If you have specific concerns or questions about your meals or diet, tell your nurse you would like to speak with our registered dietitian.

We have more information about healthy eating on 2 South and 2 North.

Communicating with you

If you do not speak or understand English well enough to have medical conversations, we can get a medical interpreter in your language (by phone or in person). It might take some time. Please be patient. You do not pay for this.

For informal conversations, family and friends are welcome to help with communication.

Going home

'Home is best'. We start planning for your return home as soon as you come into the hospital. We work with you to estimate the day you could be ready to go home. We use the 'Understanding My Stay' whiteboard in your room to let everyone know the plan.

The whiteboard is titled "UNDERSTANDING MY STAY" and contains the following fields:

- Today's Date:
- My Nurse is:
- My Preferred Name:
- Message or Questions from me or my Family
- My Doctor Today:
- Limits/Special Instructions:
- My Goal or Plan for Today:
- I am Going Home on:

The Fraser Health logo and website URL (www.fraserhealth.ca) are visible in the bottom right corner.

If needed, we connect you with services in the community. Let your nurse know if you feel you might need Home Support Services at home.

Our physical and occupational therapists look at what equipment and supplies you might need at home. We help you arrange for them before you leave before you leave the hospital.

The day you leave:

- ♥ Arrange for someone to pick you up.
- ♥ Tell your nurse how you plan to get home.
- ♥ Make sure you have all your belongings.
- ♥ Make sure you have what you need to get home safely (such as your house keys, prescriptions)