

## Care in our clinic

Initially visits usually take place in your home. Follow-up visits can be in your home or will be scheduled for you at the Jim Pattison Outpatient Care and Surgery Centre.

Once your condition has improved, we transfer your care to the Ambulatory Wound Care Clinic at Jim Pattison Outpatient Care and Surgery Centre.

For your visits at the clinic, arrive at least 15 minutes before your scheduled appointment. Check in with our reception when you arrive.

**Note:** All Fraser Health sites are 'scent free'. Please do not wear any scented products such as perfume, cologne, or aftershave.

### Ambulatory Wound Care Clinic

Level 3  
Jim Pattison Outpatient Care  
and Surgery Centre  
9750 - 140 Street  
Surrey, B.C.

### For questions or to cancel a clinic visit

604-953-9719 local 769719

### Clinic Hours

Monday to Friday 8:00AM to 8:00PM  
Saturday and Sunday 8:00AM to 6:00PM

## Parking

At Jim Pattison Outpatient Care and Surgery Centre, rates are available by the hour or by the day. Rates are reduced for evenings and weekends. Pay by credit card or exact change.

\*If you have difficulty paying for parking, financial hardship permits might be available on a case-by-case basis.

For more information:

- Ask to speak with the social worker at Jim Pattison Outpatient Care and Surgery Centre.
- Contact Parking Administration  
☎ 604-930-5440  
Monday to Friday  
8:00AM to 4:00PM  
✉ email [parking@fraserhealth.ca](mailto:parking@fraserhealth.ca)

## Transit

Call 604-953-3333 or check [www.translink.ca](http://www.translink.ca) for bus and SkyTrain routes.

We offer a free shuttle between King George SkyTrain Station and the Centre.

### North Surrey/North Delta (Gateway)

#### Home Health

#1500, 13401 - 108 Avenue  
Surrey, B.C. V3T 5T3  
Phone 604-953-4975

[www.fraserhealth.ca](http://www.fraserhealth.ca)

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

Catalogue #251945 (March 2018)  
To order: [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca)

# Home Care Nursing

North Surrey-North Delta



*Providing you care and services  
in your home and community*

 **fraserhealth**

## Our Services

Home Care Nursing helps people care for themselves in their community. You and your family work with us to create your plan of care and help you stay safe at home. We teach you how to care for yourself.

Depending on your care needs, we see you in either our clinic or in your home.

There is no cost for our services.

## Supplies and Equipment

For the first 2 weeks of home care treatment, we provide the needed medical supplies.

After 2 weeks, you will need to buy these supplies. We give you a list of supplies as well as a list of medical supply stores near you where you can buy these supplies. If you have concerns about the cost, please talk to your nurse.

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Home Care Nursing is part of Home Health Division. Home Health provides a range of supportive health care services to people in the community, such as treatments, health teaching, counselling, and information about community resources.

## Care in your home

We will call you to arrange your first visit and any follow-up visits.

Please make sure you are home between 8:00AM and 8:30PM the days of your nurse visit. Exactly when your nurse comes will vary. It depends on the number of people being seen that day, where they live, and what their medical needs are. Your nurse calls sometime before arriving.

We try to send the same nurse as much as possible. However, you will probably meet several nurses.

Sometimes, we have to change the day of your visit on short notice. We let you know as soon as possible and, if needed, help you get any needed care another way.

**Please Note:** Your home is our workplace. To make sure our nurses work in a safe and healthy place, we ask you to:

- Make sure everyone in the home stops smoking from the time the nurse calls before arriving to after the nurse leaves.
- Put all your pets in secure place away from where the nurse will be working.
- Turn on your outside lights after dark.
- Clear walkways of snow and ice.

Also, WorkSafeBC requires our nurses to wear their shoes at all times and to not do any manual heavy lifting.

## Need to cancel a home visit?

Please call 24 hours before your scheduled visit. This allows us time to call someone else to take your time slot.

**To cancel a home visit** 604-953-4975  
After hours, leave a voicemail message.

## We might cancel your service if:

- You miss more than 3 visits.
- You cancel 3 or more visits without giving proper notice.
- There are safety concerns that can't be managed.