

Patient and Family Handbook

LANGLEY MEMORIAL HOSPITAL

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Langley, BC V3A 4H4
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Welcome message

Welcome to our hospital. We are committed to providing you with the best health care so you can return home as soon as possible, which we believe is the best place for recovering from illness and injury and managing long-lasting health problems.

The goal of this handbook is to help you and your family feel more comfortable by explaining the details of your hospital stay.

In this handbook we tell you where you can find important services, what you can expect while you are in the hospital, and other helpful information, like how you and your loved ones can be partners in your health care.

All of our employees, physicians and volunteers work hard every day to show the values that are most important to us when we interact with our patients: Respect, Caring and Trust.

We wish you a speedy recovery.

If English is your second language

If you do not speak or understand English well enough to have medical conversations, we can get a medical interpreter in your language. The medical interpreter will help you communicate with your doctor and health care team. We can get the interpreter by phone or in person. Please be patient. It might take time. You do not pay for this.

For informal conversations, your family and friends can help you explain what you need to your health care team.

如果你不懂或不明白英語來表達健康狀況或為你的醫療問題作決定，你可以向我們的醫療人員為你請一位翻譯人員來為你翻譯，這翻譯的服務是免費的。

在一般的情況下我們歡迎你的家人或你的朋友與我們來談你醫療的需要。

如果您不会英语，或者英语程度不足以进行医疗事务方面的对话，我们可以为您请一位医务翻译。医务翻译可以帮助您与医生及医疗团队进行沟通。我们可以请到在电话中为您服务医务翻译或者来现场为您服务医务翻译。请耐心等待，我们需要一些时间来安排。您无需为翻译服务付费。

对于非正式的交谈，您的家人和朋友可以帮助您向医疗团队说明您的需求。

در صورتیکه انگلیسی زبان مادری شما نیست

اگر به انگلیسی صحبت نمیکنید یا انگلیسی را آنقدر خوب نمیدانید تا مکالمات پزشکی را انجام دهید، ما میتوانیم یک مترجم پزشکی هم زبان شما را در اختیارتان بگذاریم. مترجم پزشکی برای ارتباط با پزشک و تیم مراقبین بهداشتی شما را یاری خواهد داد. ما میتوانیم بصورت تلفنی یا حضوری به مترجم دسترسی پیدا کنیم. لطفاً صبور باشید. ممکن است زمان ببرد. شما برای این خدمات هزینه ای نمیبپردازید.

در مکالمات غیررسمی، خانواده و دوستان شما برای توضیح نیازهایتان به تیم مراقبین بهداشتی، میتوانند شما را یاری دهند

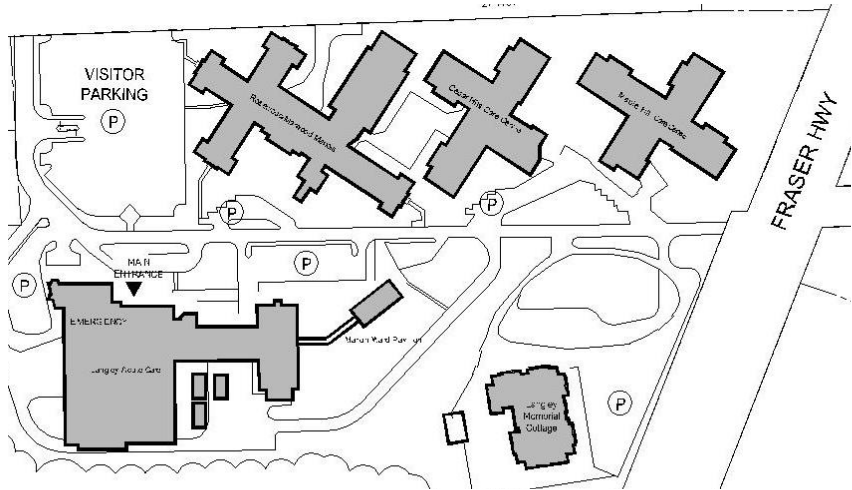
ਜੇ ਤੁਸੀਂ ਅੰਗ੍ਰੇਜ਼ੀ ਐਨੀ ਚੰਗੀ ਤਰ੍ਹਾਂ ਬੋਲ ਜਾ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਤਾਂ ਮੈਡੀਕਲ ਇਲਾਜ ਸੰਬੰਧੀ ਗੱਲਬਾਤ ਕਰ ਸਕੋ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਇੱਕ ਮੈਡੀਕਲ ਦੁਬਾਸ਼ੀਏ ਦਾ ਇੰਤਜ਼ਾਮ ਕਰ ਸਕਦੇ ਹਾਂ। ਤੁਸੀਂ ਇਸ ਵਾਸਤੇ ਕੋਈ ਖਰਚਾ ਨਹੀਂ ਕਰਨਾ ਹੈ।

ਗ਼ੈਰਰਸਮੀ ਗੱਲਬਾਤ ਲਈ, ਤੁਹਾਡਾ ਪਰਿਵਾਰ ਅਤੇ ਦੇਸਤ, ਤੁਹਾਨੂੰ ਆਪਣੀ ਹੈਲਥ ਕੇਅਰ ਟੀਮ ਨੂੰ ਤੁਹਾਡੀ ਲੋੜ ਬਾਰੇ ਸਮਝਾਉਣ ਵਿੱਚ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ।

Patient information

Getting here

Map



Parking

First hour	\$3.50
Emergency lot.....	\$4.25 per hour
Day rate (6:00 a.m. to 6:00 p.m.).....	\$10.25
Evenings/weekends (6:00 p.m. to 6:00 a.m.)	\$5.25
24-hour rate	\$15.25
1 week temporary permit	\$45.00
2 week temporary permit	\$65.25
1 month temporary permit.....	\$130.25
Seniors 2 week temporary permit	\$50.25
Seniors 1 month temporary permit.....	\$100.25

If paying for parking is difficult for you for financial reasons, you may qualify for assistance. Ask your care provider to connect you with a social worker for more information.

If you have any questions about parking, please call Fraser Health Parking Administration at 604-930-5440.

Your stay

Communicating with your care providers

As a patient, it's important to be able to talk about your health with your care providers, to understand their advice, and to make decisions together that can support your health. We welcome and encourage you and your family to provide information, ask questions and be involved in your care while you are in the hospital.

Tips for communicating with your care providers:

- Share a list of all your medications
- Repeat back what your provider says to ensure you understand correctly
- Ensure you understand next steps. This will help your recovery
- Use the whiteboard at your bedside to pass along information to your care providers.

Questions you may want to ask your care provider:

- What date am I expected to be sent home?
- Have you cleaned your hands?
- Can you tell me about my health problem?
- Why are you doing this test or treatment?
- What will happen to me during this test or treatment?
- How will I find out the results of my test?
- What is the name of the medication you are giving me?
- Why am I taking it?
- Does this medication have any side effects that I should know about?

- Does this medication replace anything I was taking at home?
- Can I get a copy of the *Welcome to the Hospital - Care Journal for Patients and Families* to write down information and questions about my hospital stay?

Rooms

When you first come to stay at the hospital, you will be given the first bed available. In some cases, this may mean you are sharing a room with men and women. You may be able to request a semi-private (two beds per room) or private room for an additional cost, which may be covered if you have extra insurance coverage.

For more information on our Preferred Accommodation Program room rates, search for 'Rooms' on fraserhealth.ca or speak to your care provider.

Overnight stays for family members

If your family member requires a place to stay while you are in hospital, please ask your care provider for a list of places to stay.

Patient meals

We provide patients with nutritious meals to encourage your return to health. Please tell your caregiver as soon as you arrive if you have any food allergies or religious and cultural dietary needs, or follow a specialized diet. Before your family or visitors bring you food or drinks from home or from an outside restaurant, please ask your care provider if it is okay to do so.

Hospital staff will bring the meals to you in your room around the following times:

- Breakfast: 7:00 a.m. to 8:30 a.m.
- Lunch: 11:00 a.m. to 12:30 p.m.
- Dinner: 4:00 p.m. to 5:30 p.m.

Rental TV

TV is available for rent in all patient rooms. Order forms are available on each unit. Fill out the Patient Entertainment Rental Services Order Form and deposit it into the secure lock box at the display stand or call 604-534-4121 extension 745383 for service activation. Charges will appear as “Hospitality Network” on your credit card statement.

Pay phones and taxi phones

- Pay phones are located inside the main doors off the lobby
- A taxi phone is located inside the main doors off the lobby

Cell phones and Wi-Fi (wireless Internet access)

- Cell phones and other personal electronic devices are permitted in most areas and should be placed on silent/vibrate mode. Please ask your care provider if there are restrictions regarding cell phone use in your patient care area.
- You can access complimentary Wi-Fi (wireless Internet access) throughout the hospital. No password is required

Banking

An ATM machine is located in the main lobby.

Advance Care Planning

Having a voice in decisions about your health care treatment is important. There may come a time when, due to illness or injury, you are unable to explain your treatment wishes to care providers. By planning in advance, you can be sure that your family, friends and/or care providers know your wishes, and can ensure these wishes are followed.

For more information, search 'Advance Care Planning' on fraserhealth.ca or speak to your care provider.

Support services

Aboriginal Health Liaisons

If you are Aboriginal, there is an Aboriginal Health Liaison to help you access health care services to meet your cultural needs.

You can contact an Aboriginal Health Liaison at 604-587-4750 extension 766633.

First Nations Health Authority

For assistance with First Nations Health Benefits, patient travel and advocacy contact the Fraser Salish Regional Liaison at 1-855-550-5454 or HealthBenefits@fnha.ca

Spiritual care

We are dedicated to the well-being of our patients and families. Spiritual care is available for people of all religious beliefs and for those without a faith community. If you would like a visit from a member of our team of spiritual health practitioners and volunteers, please ask your care provider or e-mail spiritual.care@fraserhealth.ca

If you have cultural or spiritual needs relating to clothing, hygiene, hair care, rituals, and/or food (or anything else), please speak to your care provider to help ensure your needs are included in your care plan.

Sacred Space

The Sacred Space is available for patients and families at any time. It is located on the main floor outside 1 South.

Your safety and security

Preventing falls

While you're in the hospital, illness, surgery and some medications can make you feel weak and may affect your balance or decisions. Also, medical equipment and the unfamiliar hospital environment can make it more difficult to move about easily.

Ways you can reduce your risk of a fall while in hospital:

- Wear supportive walking shoes without high heels, or socks that have grips on the bottom. Please do not wear slippers

- Use your eyeglasses, walker or cane at all times, and ask for it if it is not in reach
- Use a hip protector if recommended
- Do not rely on furniture to support you as it may be on wheels
- Use the handrails by the toilet and sink for support

Clean hands

Keeping hands clean is the best thing you, your care providers and your visitors can do to prevent infections. Clean your hands:

- Before and after eating
- After using the bathroom
- After sneezing, coughing or blowing your nose

There are two ways to clean your hands:

- Alcohol rub if your hands are not visibly dirty
- Soap and water

We are committed to proper hand hygiene, and you should see your care providers cleaning their hands before and after touching you or touching any object that comes in contact with you. Do not hesitate to remind your care provider to clean their hands if you are worried that they may have missed this important step.

Smoke-Free Campus of Care

Smoking is **not allowed** anywhere inside the hospital or on its grounds. Please speak to your nurse about a variety of nicotine replacement therapy supports to help you manage if you smoke.

Scent-free

In consideration of others who may be sensitive or allergic to scents, we ask that you and your visitors do not wear perfumes, colognes, hairspray or aftershave. Additionally, please do not bring in lilies or other scented flowers.

Latex balloon-free

Please do not bring latex balloons or other latex products into the hospital as some people may have serious allergic reactions to them.

Valuables

The safest place for your valuables is at home. Please ask a family member or someone close to you to take your valuables home for safekeeping. **The hospital is not responsible for any lost or stolen items.**

Respectful behaviour

While you are here in our care, we commit to:

- Caring for you in a respectful, dignified and safe manner
- Consulting and involving you in decisions about your care
- Not discriminating against you on the basis of race, colour, religion, family status, disability, sexual orientation, age
- Protecting the privacy and confidentiality of your health information
- Allowing you to access the information on your own health record

We expect that all of our patients and visitors will respect the privacy of other patients and treat our staff and other patients with consideration and respect and without aggression of any type.

Housekeeping services/Lost and Found

If you have any concerns about the cleaning in your room, or need to contact Lost and Found, please ask your care provider to call housekeeping services.

Security

Your safety and comfort is important to us. Uniformed security staff regularly go around the hospital and there is 24-hour security on-site. All employees, physicians and volunteers are required to wear a photo ID badge with their name and position.

Privacy, photography/videography and health records

Privacy

Your privacy is very important to us. We keep your personal information confidential and will only use and share it for authorized purposes.

Photography and videography

To protect patient, employee and medical staff privacy and confidentiality, photographs, video and audio recording of patients, staff and Fraser Health property are not permitted.

Health records

Everyone we treat has a health record. These records contain documents such as reports from care providers, test results, treatments, and pharmacy information.

For information about how you request your health record, search for 'Request a Health Record' on fraserhealth.ca or ask your care provider for the contact details for the Health Record Department.

Getting You Home

Home is best

We are committed to providing the best possible care for you, and we will work to get you home as soon as possible.

Discharge time is 11:00 a.m. We believe that home is best for recovering from illness and injury and managing long-lasting health problems. Returning home with the right supports in place gives you the best chance to regain your strength and independence.

Instructions before you leave

Your care providers will provide instructions and go over everything you need to know when you leave the hospital, including making a follow-up appointment with your family doctor or nurse practitioner within your first week home, what to do in an emergency, keeping track of medications and, if you have had surgery, taking care of the healing area.

Things to ask before you leave:

- Signs or symptoms you might expect
- What is normal
- What is cause for concern
- What you should do if you are concerned
- If you have to take medications that are new to you, ask your care provider to explain how to take them and how to stop taking them
- Any other questions, worries and needs you may have

Getting help at home

If you need additional services such as rehabilitation or home nursing care, this will be arranged before you go home. Your care providers will work with you and your family to determine the best care options, making sure that:

- Everyone has the information they need to make decisions about lifestyle and care
- Services will support, but not replace, your efforts to care for yourself
- You have the right to make your own care decisions
- Services will promote your well-being, dignity and independence

Medical equipment and supplies

Our physical and occupational therapists can help you learn to use equipment designed to improve your safety at home. Bath seats, grab bars, scooters, walkers, wheelchairs and lifts may be new to you, and we want to ensure you're comfortable using them appropriately.

We can refer you to a local supplier or you can access the Red Cross equipment loan program. Costs may be covered by the Palliative Care Benefits Program or other funding source. Please talk to your care provider for more information.

Lifeline

Lifeline's emergency personal response system assists individuals to maintain independence and remain safe in their own home. Worn as a neck or wrist style help button, Lifeline can assist you or your loved one 24 hours a day, 7 days a week. For more information, search for 'Lifeline' on fraserhealth.ca or call 604-517-8617.

Community Resource Guide

Ask your care provider for a copy of this helpful guide to services in your community.

HealthLink BC

Dial 8-1-1 (healthlinkbc.ca)

Call if you're feeling unwell or have a minor injury and are unsure about what to do. Or if you just have a health question or need advice about a health issue.

Here's what you get with this free service any time of the day or night:

- Health advice from a nurse
- Nutrition information from a dietitian
- Advice about drugs and pills from a pharmacist
- Where to find health services in your community
- Translation services

Community Services

Dial 2-1-1 (bc211.ca)

Call this number if you need a service and aren't sure what it's called or where to find it.

Here's what you get with this free service any time of the day or night:

- One call connects you to an information and referral specialist with numbers for all community, social and government services including Fraser Health's Public Health offices
- Confidential, multilingual

Family information

Visiting

We know that visits from loved ones are a great way to cheer up your hospital stay. That is why we're proud to offer open visiting hours -- your loved ones can come see you at any time.

We do ask that you be considerate of other patients who may need rest when planning your visits. The number of family/visitors a patient may have at the same time may be limited, especially in rooms with more than one patient in them. Children aged 12 and under must be accompanied by a responsible adult.

To protect your loved one and others, please do not visit if you are feeling sick. When isolation precautions are posted, please go to the nurses' station for instructions before entering your loved one's room.

Pets

If your loved one would like a visit from your family pet, please contact the unit manager to help you. The pet must be on a leash or in a cage and under the control of the owner at all times. If your loved one is in a multiple patient room, all other patients need to be in agreement of the pet visit..

Flu shots and masks

Visitors are expected to have had their flu shot or wear a mask when visiting patients from the beginning of December through to the end of March. You can get your free flu shot from your family doctor, walk-in clinic

or pharmacy. If you are unable to get a flu shot, you will need to wear a mask during your visit. Masks are available near the hospital's main entrance.

Banking

An ATM machine is located in the main lobby.

Meals and snacks

Cafeteria - Level Zero

- Fresh grill, hot meals, sandwiches, salads, snacks, hot and cold beverages
- Monday to Friday 8:30 a.m. to 3:30 p.m.
- Weekends and holidays closed

Coffee kiosk – Main Lobby

- Monday to Friday 7:00 a.m. to 7:30 p.m.
- Weekends 8:00 a.m. to 7:30 p.m..

Gift shop

Operated by the Langley Memorial Hospital Auxiliary. Gifts, comfort items, fashions, home décor, stamps, magazines and flowers are available. Proceeds from the shop support the purchase of hospital equipment.
604-514-6000 extension 745300.

Location:

Main lobby

Hours of operation:

- Monday to Friday, 9:00 a.m. to 7:30 p.m.
- Saturday, 11:00 a.m. to 4:00 p.m.
- Sunday, 10:00 a.m. to 3:00 p.m.

Volunteers

Volunteers support the care provided by our medical professionals. Volunteers can be found throughout the building offering support, comfort items, reading materials and a host of other duties.

If you or someone you know may be interested in volunteering, search for 'Volunteer' on fraserhealth.ca to apply and find detailed information on our volunteer opportunities.

Your feedback is welcome

Your feedback will help us improve the health care services we deliver. **Complaints are best addressed and resolved at the time and place they occur.** If you have a compliment or a complaint, please first speak with the person who provided the service or to the unit manager.

Recognizing great care

Body: Staff, volunteers and physicians always appreciate being acknowledged for the care they provide. Please e-mail your compliments to feedback@fraserhealth.ca

**We believe that healthy people
enjoy life and make a difference
in their community.**



Learn more:

VISIT our office in the hospital lobby
CALL 604.533.6422
CLICK www.lmhfoundation.com

Partner with us in building a healthy community



Langley
Memorial
Hospital
Foundation

22051 Fraser Highway
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www.lmhfoundation.com

Telephone 604.533.6422
Facsimile 604.533.6439



Notes:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

www.fraserhealth.ca

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

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To order: patienteduc.fraserhealth.ca