



Welcome to the Psychiatric Emergency Unit

Royal Columbian Hospital

Nursing Station Telephone number

604-520-4569

Fax: 604-520-4115



Our services are based on mutual respect,
compassion, integrity, and accountability.

Welcome

Our goal is to create an environment where we provide crisis intervention, psychiatric assessment, and stabilization.

Your care team works with you to:

- Identify your mental health and/or substance use concerns and help you manage them.
- Stabilize any initial crisis.
- Make a treatment plan that meets your specific needs.
- Identify coping strategies and skills you can use when you go home.
- Create a plan for when you are discharged from the hospital.

As part of your care, a doctor might order medical tests such as blood work and x-rays.

We are a locked unit. Our patients are under close observation to help us determine the most appropriate next level of care. For safety reasons, you cannot come and go from the unit.

How long you stay in this unit depends on your health care needs. You might stay for 1 or 2 nights or longer. If needed, we could admit you to one of our other units for ongoing care.

Your care team

You are a key member of your care team. We work with you and help you to move through this time of illness.

You see a psychiatrist every day, however, it might not be the same psychiatrist every day.

*Our hospital is a teaching hospital. We often have residents and medical students or trainees from various health professions working with and supervised by us.

Your health care – be involved. It’s a partnership.

To feel you are having the best health care experience, we encourage you to be an active member of your healthcare team.

Ways to be involved and things you can do:

- ✓ Ask questions and talk about your concerns.
- ✓ Learn the medications you take and why to take them.
- ✓ Make sure you know what to do when you leave the hospital.

Things we do for you:

- ✓ Work with you on a plan of care.

As soon as you come into the hospital, we work with you, your family, and community supports to plan for your going home. It is always specific to your needs, strengths, and wishes.

When you are involved in your care,
you can make better decisions about your treatment plan.

Visitors and Visiting

We recognize that your family and friends can give important support to your recovery.

- Visitors aged 17 and older are welcome to visit.
- For visitors aged 12 to 16 years, please ask your nurse. It depends on what is happening in the unit at the time.
- For safety reasons, we **do not allow** children under the age of 12 years in the unit.

Visiting hours: **Monday to Sunday 11:00AM to 8:00PM**

**** Please call at least 30 minutes before coming** to the unit.

We cannot always admit visitors, depending on activities within the unit. If visitors arrive unannounced, we might have to turn them away.

We are a small unit with limited space so we limit visitors to 2 people at a time for each patient.

If visitors would like to come outside these hours, call the nursing station to arrange this. We will do our best to arrange the visit.

Telephone calls

To call out, use the patient telephone and dial 9 for an outside line. The phone is available from 8:00AM to 10:00PM

To call into the unit, call 604-520-4569. We will transfer the call to our patient telephone.

Please note: We can only pass on information to your friends and families after you have agreed to allow us to do so.

Admission to Hospital

It can be very traumatic to be admitted to the hospital.

Perhaps it involved a severe crisis. You might have been brought against your will under the Mental Health Act.

If you were brought in here 'against your will' (an involuntary patient), you have certain rights and the hospital has certain obligations.

Your nurse reviews your rights with you.

A full copy of the Mental Health Act is available at the care Team Base as well as online.

BC's Mental Health Act in Plain Language

www2.gov.bc.ca

Health / About B.C.'s Health Care System / Partners

/ Colleges, Boards and Commissions/

Mental Health Board / Related Links

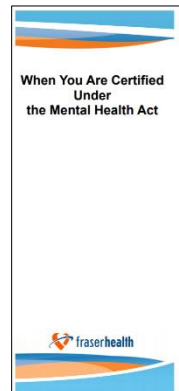
(or use this short link goo.gl/ZvxwAv)



Scan QR Code to access

If a care team feels a patient should stay in the hospital but a patient feels they should be released, the patient may wish to appeal their care team's decision to the Mental Health Review Board.

Please ask for the pamphlet 'When you are Certified Under the Mental Health Act', found at the Care Team Base.



Daily Program

Meals

Meal trays arrive between these times:

Breakfast	8:30 to 9:00 _{AM}
Lunch	12:30 to 1:00 _{PM}
Dinner	5:30 to 6:00 _{PM}



Please let us know if you have any food allergies or specific dietary needs (for example vegetarian, vegan, or diabetic diet).

Snacks are available between meals. We have sandwiches available. If you would like to know more about what sandwiches we have, ask your nurse.

Food and drinks from outside

Family are welcome to bring in specific food items.

- If the item needs to be kept cold, bring in small amounts. (We do not have a large fridge.)
- If bringing in coffee or caffeinated drinks, **do not** bring them in **after 4:00PM**. Bring in decaffeinated drinks after 4:00PM.
- **Do not** bring in any glass or metal containers.
- **Do not** bring in any metal cutlery.
- **Do not** bring in drinks in aluminum pop cans.



Personal Care

A shower is available in the unit.



We can give you some personal items such as a tooth brush, socks, clean hospital clothing, and towels.

You can bring in your own personal items (such as soap, toothpaste, and shampoo).

No razors and other sharp objects are allowed.

We also have earplugs available if you would like them.

It is up to you to look after your stretcher bay area and keep it tidy. If you would like clean sheets to change your stretcher bed, please ask your nurse.

Medicines

Please tell your nurse if you are taking any vitamins, herbal medicines, sample medicines from a doctor, or any other medicines that might not already be listed in your medication profile. This includes every day medicines that you can buy from a pharmacy without a prescription.



Smoke-Free Policy

All our buildings and surrounding property are smoke-free, inside and outside. This includes electronic cigarettes and cannabis.



We will offer Nicotine Replacement Therapy (NRT) to keep you comfortable and help ease any feelings of withdrawal or cravings.

Personal Belongings and Valuables

We suggest you leave at home any personal items you value. We cannot be responsible for lost, damaged, or stolen items.



We check your belongings when you arrive on the unit.

Items that might be allowed at your bedside:

- books
- magazines
- dry food items
- personal care items

Ask your nurse if you can keep an item not listed here.

Items not allowed at your bedside

× **No valuables**

- cell phone
- wallet
- lap top or tablet
- other expensive items or devices

× **No sharps**

- glass items
- mirror
- scissors
- tweezers
- razors

× **No medicines or drugs**

× **No smoking items**

Personal items not allowed at the bedside can either sent home or placed into our unit safe keeping. They will be returned when you leave hospital (or sooner as needed).

Tell us how we are doing

Your Experience

We welcome your feedback about the care you receive. Your feedback is our chance to improve our care and helps us in planning for the future.

Patient Care Quality

If you have questions or concerns about your care, please talk about it with the person caring for you or that person's manager.

If you are not comfortable talking with the manager or you are unhappy with how your concerns were handled, you can talk to the Patient Care Quality Office. They can help resolve concerns about care.

To contact the Patient Care Quality Office:



Phone (toll-free): 1-877-880-8823



Fax: 604-463-1888



Mail: 4th Floor, 11762 Laity Street,
Maple Ridge, BC V2X 5A3



By email: pcqoffice@fraserhealth.ca

My Notes

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