

## Questions? Concerns?

If you have any questions, compliments or concerns talk to your:

- Nurse
- Patient Care Coordinator
- Unit Manager
- Doctor

Look on the 'Understanding My Stay' board for the name(s) of your nurse and doctor.

Also, you and your family can write your questions down on the board.



The form is titled "UNDERSTANDING MY STAY" and is designed for patients to provide information about their stay. It includes fields for "Today's Date:", "My Nurse is:", "My Preferred Name:", "My Doctor Today:", "Limits/Special Instructions:", "My Goal or Plan for Today:", and "I am Going Home on:". There is also a section for "Message or Questions from me or my Family". The Fraser Health logo is visible in the bottom right corner of the form.

## For Family and Friends

### Phone calls from Family

Please call us if you would like updates on how your family member is doing. We encourage you to select only one family member as the primary contact. This assists us with improving and maintaining communication. Please ensure the nursing unit has your contact number.

### How you can help

- Please ensure that your family/friend has clothes to travel home in, house keys to enter their home and assistance with transportation home.
- Make sure you have names and dates for follow-up appointments.
- Make sure you have all personal belongings including medications brought from home, and any new prescriptions for medications.

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

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

Catalogue #266064 (March 2019)  
To order: [patienteduc.fraserhealth.ca](mailto:patienteduc.fraserhealth.ca)

## Welcome to 2<sup>nd</sup> Floor Medicine

Mission Memorial Hospital

**Our Phone Number:**  
604-814-5159

**Our Address:**  
Mission Memorial Hospital  
7324 Hurd Street  
Mission, B.C., V2V3H5



## Unit Shift Change

The unit shift change is at 7:00<sup>AM</sup> and 7:00<sup>PM</sup>. Family and friends are welcome to visit during this time.

Your nurse will answer your questions when report is given and your care handover is complete.

## Your care team

- You and your family
- Doctor
- Patient Care Coordinator (PCC)
- Home Health Representative
- Nursing Team
- Speech & Language Pathologist
- Physiotherapist
- Rehabilitation Assistant
- Occupational Therapist
- Social Worker and Dietitian
- Pharmacist

## Planning for Going Home

The team meets every afternoon to discuss your health, current condition and plan for going home. This starts as soon as you arrive to the unit and focuses on your needs, your safety and well-being.

### Discharge time:

**Before 11:00<sup>AM</sup>, 7 days a week**

## Keeping Healthy

To prevent illness or infection, we ask everyone to clean their hands regularly. Always use the hand wash stations when you leave and enter the unit. We might ask you or your visitors to wear special protection such as a mask, gloves, or gown.

Staff will request you mobilize as much as possible.

## Personal items for your stay

- shoes or slippers with non-slip sole
- toothbrush, toothpaste, denture cleaner
- shaving equipment
- comb/brush
- deodorant
- personal creams or lotions

Please make sure all items are scent-free and labelled.

## Top 10 Reasons To Get Out of Bed:

1. Relief of pressure preventing skin breakdown.
2. Improves circulation.
3. Prevents muscle tone loss.
4. Improves breathing.
5. Prevention of infection.
6. Prevents clots.
7. Improves digestion.
8. Improves sleep pattern.
9. Maintenance of pre hospital abilities.
- 10. Spend less time in hospital.**

## Visiting Guidelines

We welcome family members including children. We have a policy of open visiting hours.

There may be times when visitors (family and friends) need to be limited to 2 or 3 at one time; or limited if impacting roommates or patients' rest.