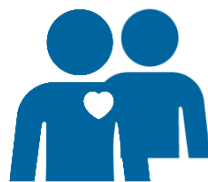


Welcome to 4 North Internal Medicine Unit

Surrey Memorial Hospital

Take part in your care

Learn how you and your essential care partners can take an active part in your care. Help us make sure your hospital stay is only as long as it needs to be.



A medical unit is an area in the hospital where we treat illnesses and health conditions.

Our focus is on both your health and who you are as a person. We want to know what you like, what you want for yourself, and how we can be of help to you.

Know your care team



We encourage everyone to take an active part in their care. You are a key member of your care team.

Hospitals have many health care workers. All of us are here to help you get well enough to safely go home, wherever home might be for you. Along with doctors and nurses, others might be involved in your care depending on what kind of help you need.



Examples of others who might be on your care team:

- pharmacists help with medications
- dietitians help with diet and nutrition
- physiotherapists help with movement, strength, and balance
- occupational therapists help when you have trouble doing daily activities
- speech language pathologists help when you have trouble with swallowing or talking
- social workers help you deal with life changes and the emotional stresses of being in the hospital

We all will introduce ourselves, explain our role, and what we are here to help with. If you are not sure who is giving you care, please ask us.

Communicate with us

Essential care partner

Essential care partners are people who matter most to you. They are also important members of your healthcare team.

Tell us who you want to be involved in your care and how you want them to be involved.


Learn more about essential care partners. Ask us for our [Essential Care Partners](#) pamphlet.



White board

We put information about your care on the white board near your bed. Ask your nurse if you have questions about what is written on the white board. We invite you or your essential care partner to write any information or questions on the white board.

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


800-361-1111 ext. 1111
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Pain

Pain can interfere with healing.

Here are ways to help manage any pain.

- Tell your doctor or nurse when you are having pain.
- Let the doctor or nurse know if the pain medicine helps ease the pain or not.

Interpreter

Let us know if you prefer to have medical conversations in your language. We can arrange for a medical interpreter.

Stay as healthy as possible while in the hospital

Good health doesn't just happen. It needs you to actively take part in your care. Here are activities you can do to help with your healing.

Healthy mind

When ill and in the hospital, some people become confused, and have trouble focusing and remembering. This is called delirium (say *del-ear-ee-um*).

Here are ways to keep this from happening to you.

- Wear your eye glasses, hearing aids, and dentures during the day, if you have them.
- Keep the blinds and curtains open, and the lights on during the day.
- Get up and move around as much as you can.
- Try not to nap during the day.

Healthy body

Hospitals have germs. Our hands can carry germs. Our mouths can grow germs when we don't clean our teeth.

Here are ways to protect your body from germs.

- Always wash your hands at these times:
 - after you use the toilet
 - before you eat
 - before you take your medicines
- Brush your teeth at least 2 times a day, before breakfast and before going to bed at night. Try to brush your teeth after every meal as well.



Learn more about how clean hands and teeth make a difference. Ask for our [Clean Hands Save Lives](#) and [Why Clean Your Mouth Regularly](#) pamphlets.



Healthy lungs

When we don't move around a lot, germs can settle in our lungs and cause an infection like pneumonia.

Here are ways to keep from getting a lung infection.

- Take 10 deep breaths in a row every hour.
Breathe in deeply, hold your breath for 5 seconds, and then breathe out. Repeat this 10 times.
- Brush your teeth at least 2 times a day.

Healthy bladder and kidneys

There is a chance of getting an infection in your bladder or kidneys, called a urinary tract infection.

Here are ways to keep from getting an infection.

- Drink sips of water every hour. Ask your nurse how much water is enough for you.
- Clean yourself well after using the toilet. Remember to wash your hands with soap and water.
- If you have a tube, called a catheter, in your bladder draining your pee (urine), ask your nurse when it can be taken out.
- Let your nurse or doctor know if you have any pain when you pee.

Healthy eating

Food is medicine too! Food helps you heal as fast as possible.

Here are ways for healthy eating.

- Try to finish your meals.
- Ask for a snack if you feel hungry between meals.
- Tell your nurse of foods you wish to or do not wish to eat.
- Tell your nurse if you have trouble swallowing.
- Ask your nurse if you could benefit from having a Nutrition Shake 2 times a day, such as Ensure or Boost.

Stay safe while in the hospital

Belongings

The hospital is a public building. Valuables can go missing.

Here are ways to keep your valuables safe.

- Send home all items you do not need.
- Send home valuable or expensive items.

Mobility

While in the hospital, it is important to move as much as you can while staying safe. Staying active can help you sleep better, improve your breathing and your mood, and help you keep your strength. It can also help lower the chances of getting infections, blood clots, and skin sores.

Here are ways to safely move and stay active.

- Gently exercise your arms and legs every hour.
- Wear sturdy shoes or non-slip socks.
Let us know if you need a pair of non-slip socks.
- Use your walking aid if needed such as a walker or cane.
- If able, sit up in a chair for all your meals.
- If able, go for a walk at least 2 times a day.
- Ask for help if you need help to move or get up.
- If suggested for you, wear hip protectors every day.
(Special underwear with padding on both hips.)

Learn more about staying active and hip protectors. Ask for our [Get Moving to Get Better](#) and [Hip Protectors](#) pamphlets.



Medicines

We supply the medicines you need while in the hospital. We need to make sure we give you the medicines that work best for you.

Here are ways to safely manage your medicines.

- Tell your doctor, nurse, or pharmacist about all the medicines you take at home, including herbal medicines, vitamins, supplements, and other medicines you buy without a prescription.
- Let your doctor, nurse, or pharmacist know if you are allergic to any medicines.
- Ask us questions if we give you a medicine that is new for you.
- Tell us if you brought any of your own medicines with you. We will review them. We might ask that you send them home. Please don't take any of your own medicines. Speak with your nurse if you think we might have missed certain medicines.

Learn more about medicine safety. Ask for our booklet [You and Your Medications – For Your Safety](#).



Questions after your hospital stay

We will work with you to make a plan for when you can expect to leave the hospital, and what needs to happen before you are ready to safely leave. We start this planning from the time you are admitted. We give you a summary of your stay when you are ready to leave.

Any time you have questions or health concerns after your hospital stay, contact your doctor.

You can also contact Fraser Health Virtual Care from 10:00 a.m. to 10:00 p.m., every day of the week.

1-800-314-0999

Fraser Health Virtual Care is where you can connect with a registered nurse about a health concern or question.

After hours, you can call HealthLinkBC at 8-1-1 to speak with a registered nurse or pharmacist.

Learn more about Fraser Health Virtual Care.
Ask for our [Fraser Health Virtual Care](#) pamphlet.



Help us improve

How is your care experience today?

Let me share my thoughts

Please take our
Real Time Patient Experience Survey

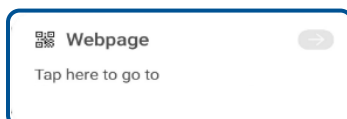


Step 1. Using a smart device:

- Open the camera and hover over this Quick Response code, **or**
- Download a QR Code Reader app to your device then scan this code.

Scan this QR code, or visit
tinyurl.com/SMH4North

Step 2. Look for this message. Tap this webpage link to start the survey.



Step 3. Take the survey. It takes about 5 minutes. Please leave out any personal information.

If you prefer, you can ask us for a paper copy of the survey.

Any time you have an urgent question or concern about your current care, please speak with your care provider, the patient care coordinator, or the unit manager.



Your feedback is valuable and helps us improve the patient experience.
Fraser Health is committed to person-centred care.
Thank you!

My notes

This image shows a single sheet of white paper with horizontal blue 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.

4 North Internal Medicine Unit

4th floor, North Building (Blue Zone)

Surrey Memorial Hospital

13750 96th Avenue

Surrey, B.C. V3V 1Z2

N41 604-585-3851

N42 604-585-5503

N43 604-585-3713

Parking rates and options



Map of hospital site



Food services

Our cafeteria is located on Level 2 of the east wing of the hospital (Orange Zone). They offer a variety of meals, snacks, and drinks. Vending machines with snacks and drinks are located in a few areas within the hospital.



There are also coffee shops in the North Lobby and at the main entrance to the Critical Care Tower.

www.fraserhealth.ca

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

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For more copies: patienteduc.fraserhealth.ca

