

Your stay in the hospital – If you have to be moved

We do our best to keep you in your same room throughout your stay. However, there are times when we need to move patients to a different place. This could be because we need special equipment for a patient, we need to keep a close eye on a patient who is very ill, or we need to move patients out of our Emergency Department to make space for more patients.

Here is some information to answer questions you might have about moving.

Why am I being moved instead of another patient?

Before making any moves, we try all other options.

You are being moved because we have a patient who needs the room you are in. This could be because the room has special equipment or is close to the nurses' desk.

Where will I be moved to?

You could be moved to a different bed in this location, a bed in a different area of the hospital, or to a bed in a different hospital.

We decide based on your care needs.

Will I be close to a toilet?

Please ask your nurse to show you after the move.

Can my family visit me if I am not in a regular room?

Families are able to visit under the hospital's normal visiting guidelines. We will try and provide chairs for your family members while they are visiting.

I paid for a private/semiprivate room. Will I get a refund?

You will only be charged for the time you were in a private or semi-private room.

Will I be able to have a television when I move?

Please ask your nurse about a television after your move.

We realize that change is hard for everyone involved. We will talk with you about the reasons for the move.