

North Bay Regional
Health Centre



Centre régional
de santé de North Bay

PATIENT SERVICES HANDBOOK



North Bay Regional Health Centre
50 College Drive, North Bay ON P1B 5A4

Telephone: 705-474-8600

Website: www.nbrhc.on.ca

Twitter: @NBRHC Facebook: www.facebook.com/nbrhc

Welcome to the North Bay Regional Health Centre.

In your hands is a newly redesigned handbook created by and for our patients, families, visitors and caregivers. This guide is intended to help you navigate the programs and services located our 50 College Drive location.

It includes detailed floor plans, a quick facts list and information about frequently visited locations throughout our Health Centre. As we are constantly changing to meet your needs, the information presented here is subject to change.

We would welcome your feedback on this guide, and hear any suggestions for information missing that you feel could be useful to others using the guide. Please contact communications@nbrhc.on.ca with any feedback.

We look forward to working with you to be the best in health care.

Have Questions or Need Assistance While You're Here?

Just ask! Our volunteers are here to help. Ambassadors volunteer at our information booths (located at each main entrance) and can help you answer questions or find your way and are available most days of the week.

FREQUENTLY CALLED NUMBERS

Switchboard.....ext 0	Cashierext 2550 or 2551
Cardiorespiratoryext 4531	Pre-Admission
Renalext 3777	Clinic ext 4900 or 4901
Chemo ext 3830	Chaplaincy.....ext 3240
Emergency ext 4500	Foundation.....ext 8125
Ambulatory Care ext 3800	Communications.....ext 7811
Diagnostic Imagingext 2820	Volunteers.....ext 3131
Breast Screening ext 2860	North Bay Regional
Gift Shop ext 3141	Pharmacy 705-495-8117
Patient Entertainment	Rehabilitation Services:
System ext 3380	Hospital Funded
Human Resources.....ext 2770	Clinic..... 495-7570 or ext 4800
Orthopaedic (Fracture)	SportMED+.... 705-495-8105 or ext 8105
Clinic..... ext 4459	

PLEASE NOTE: We are constantly changing to meet your needs. The information presented here may be subject to change.



Parking	4	Infection Control	12
NBRHC Floor Maps	5-6	Use of Cell Phones and Video	
Frequently Asked Questions (FAQ)	7	Cameras	12
Hospital Amenities		Scented Products	12
Tim Hortons	8	Flowers & Balloons.....	12
Cafeteria	8	Getting Around	
Gift Shop.....	8	Entrances	12
Vending Machines	8	Wayfinding.....	12
TV/Phone Services.....	9	Room Identification – Acute Care.....	12
Courtyards.....	9	Information.....	13
Auditorium	9	Need A Place To Stay?	
Gymnasium	9	Accommodations with Hospital	
Fitness Room	9	Preferred Rates	13
Spiritual Centre.....	9	Alternative Accommodations	13
Chaplaincy Services	9	Accessibility	
Bank Machines	9	Barrier Free Parking Spaces	14
General Information		Barrier Free Washroom Locations.....	14
Health Equity	10	Elevator Locations	14
Hospital Codes	10	Pay Phones	14
Staff Identification	10	Information.....	14
Discharge	10	North Bay Regional Pharmacy	15
Valuables	10	SportMed+ Physiotherapy & Rehabilitation	15
Procedures, miscellaneous supplies and equipment not covered by OHIP .	10	How You Can Help.....	16
Billing Information	11	Community Sponsorscentre	
Patient Food Services	11		
Communication & Confidentiality	11		
Privacy.....	11		
Patient Advocate.....	11		

Parking (Information subject to change)

Daily Parking: \$6.00 flat rate

Day Pass: Day Pass allows for same day in and out privilege and is available for purchase at the parking pay stations for \$6.00. From the parking pay machine press Day Pass, this will change the screen to say pre-pay up to 23:59.

Monthly parking passes: Available for chronic care patients and their visitors for \$50 per 30 day period and can be purchased at the Cashier (behind the Gift Shop).

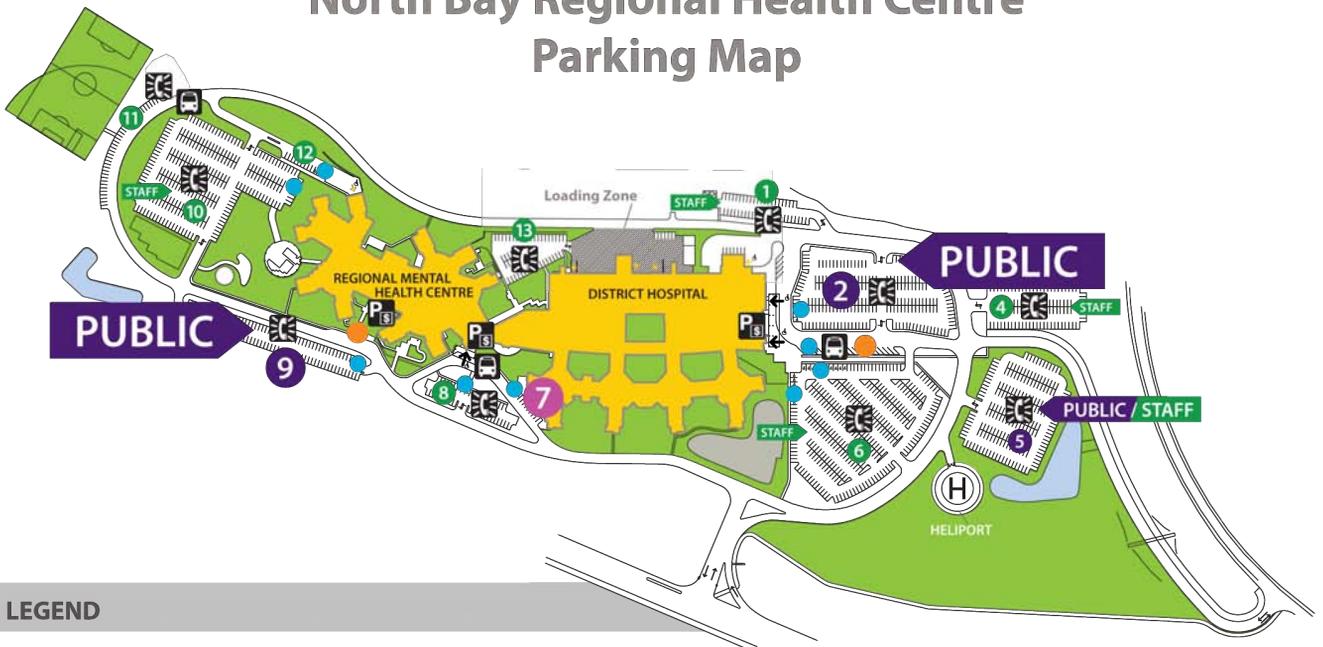
Validate your ticket inside at one of the Pay Stations (located at the Main East Entrance; Outpatient Laboratory; Main West Entrance or Town Square Entrance) before you leave.

Public Parking Lots

Lots 2, 5 & 9 are designated public parking lots.

Lot 7 is located outside of SportsMED+ Outpatient Rehabilitation and is ONLY for patients using those services.

North Bay Regional Health Centre Parking Map



LEGEND



Parking pay station



Public Parking Lot Numbers



15 Minute Parking



Emergency call stations



Staff Parking Lot Numbers



Accessible parking



Bus Stop



Main Entrances



Outpatient Rehabilitation Patient Parking

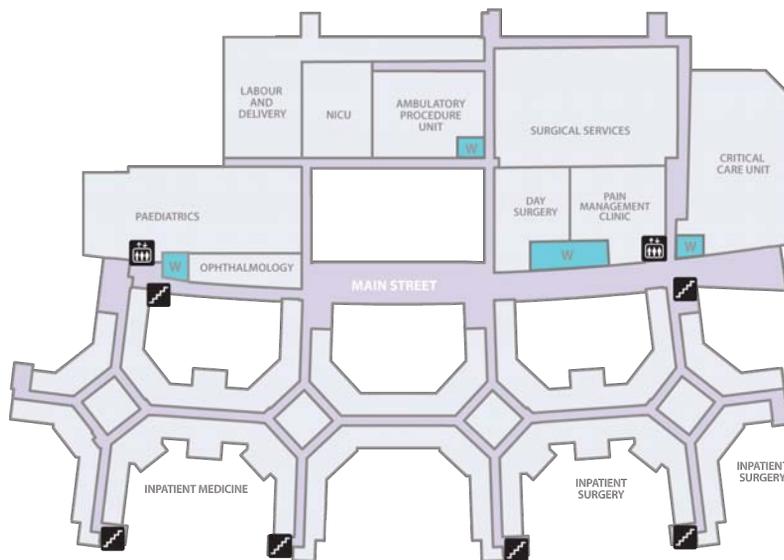
LEVEL 300

INPATIENT CARE AREAS:

- A3/B3 Inpatient Surgery
- C3/D3 Inpatient Medicine
- Critical Care Unit (CCU)
- Labour and Delivery
- Neonatal Intensive Care Unit (NICU)
- Paediatrics

OTHER CARE AREAS:

- Ambulatory Procedure Unit
- Day Surgery
 - Cystology Procedure Room
 - Endoscopy Procedure Rooms
 - Urology Procedure Room
- Pain Management Clinic
- Surgical Services
- Ophthalmology



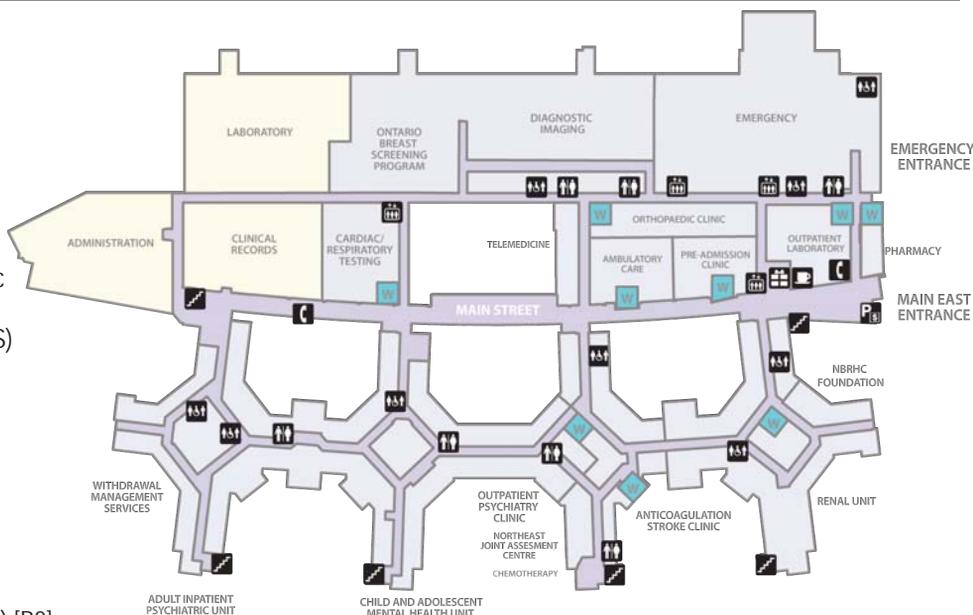
LEVEL 200

INPATIENT CARE AREAS:

- A2 Renal Unit & Foundation
- B2 Anticoagulation Stroke Clinic & Chemotherapy
- C2 Child & Adolescent Mental Health (CAMHU)
- D2 Adult Inpatient Psychiatric Unit (AIPU) & Withdrawal Management Services (WMS)

OTHER CARE AREAS:

- Ambulatory Care
- Cardiac/Respiratory Testing [Breathing Clinic]
- Clinical Records
- Diagnostic Imaging
- Emergency Department
- North East Joint Assessment Centre (NE JAC) [B2]
- Orthopaedic clinic
- Outpatient Laboratory
- Outpatient Psychiatry Clinic
- Pre-Admission Clinic



OTHER SERVICES:

- | | | |
|----------------|-----------------------------|-------------|
| Administration | Information Booth | Security |
| Cashier | North Bay Regional Pharmacy | Tim Hortons |
| Gift Shop | Switchboard | |

LEVEL 100

INPATIENT CARE AREAS:

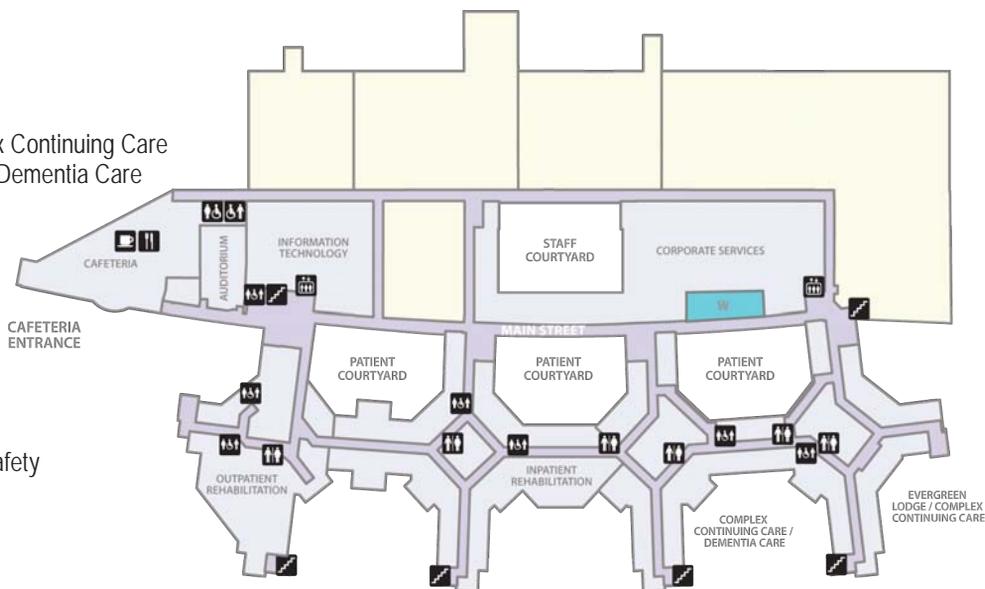
- A1 Evergreen Lodge/Complex Continuing Care
- B1 Complex Continuing Care/Dementia Care
- C1 Inpatient Rehabilitation

OTHER CARE AREAS:

- D1 Outpatient Rehabilitation & SportMED+

OTHER SERVICES:

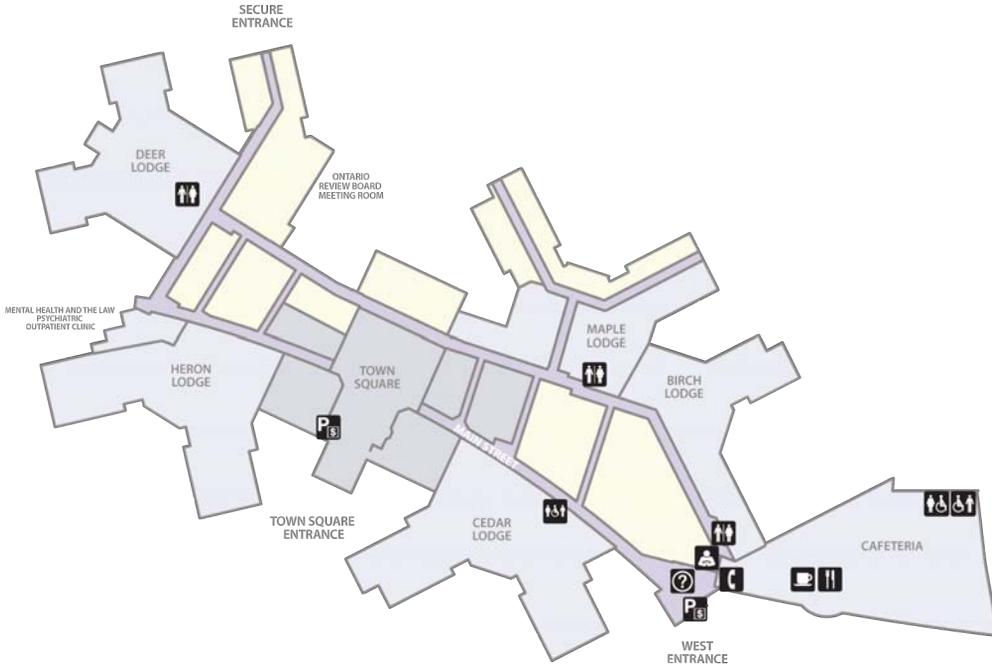
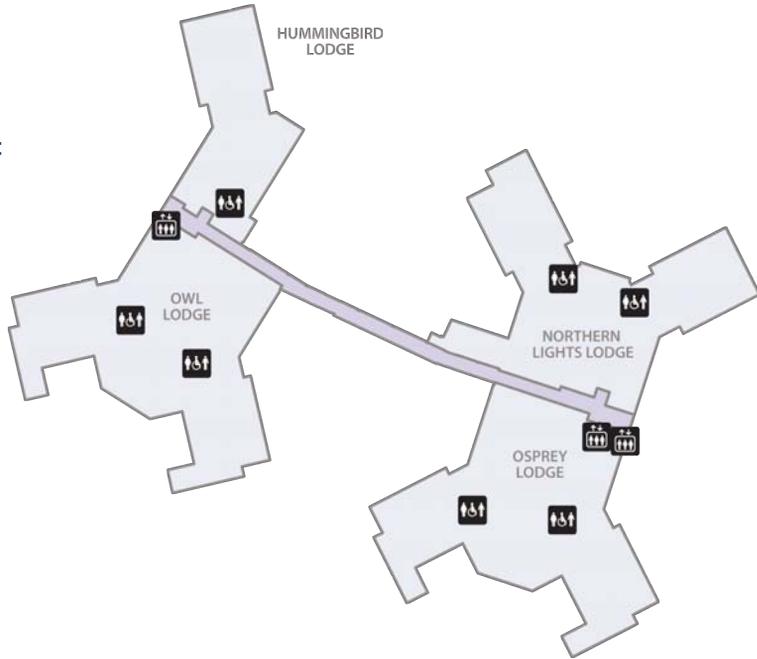
- Corporate Services
 - Human Resources
 - Financial Services
 - Occupational Health & Safety
 - Information Technology
- Auditorium
- Cafeteria



LEVEL 200

INPATIENT CARE AREAS:

- Hummingbird Lodge
- Northern Lights Lodge
- Osprey Lodge
- Owl Lodge



LEVEL 100

INPATIENT CARE AREAS:

- Birch Lodge
- Cedar Lodge
- Deer Lodge
- Heron Lodge
- Maple Lodge

OTHER L100 SERVICES:

- Cafeteria
- Gymnasium
- Mental Health & the Law Psychiatric Outpatient Clinic
- Ontario Review Board (ORB) Meeting Room
- Town Square
- Spiritual Centre

Frequently Asked Questions (FAQ)

What floor am I on?

It may surprise you to know that the Main East Entrance, closest to the Emergency Department and Outpatient Laboratory is actually the 2nd floor of our Health Centre – level 200. The Main West Entrance is on level 100.

Where can I park and what is the cost?

There are three public parking lots (Lots 2, 5 & 9) available to visitors at a cost of \$6.00/day. Monthly parking passes are available for chronic care patients and their visitors for \$50 per 30 day period and can be purchased at the Cashier (behind the Gift Shop).

Where can I get a cup of coffee or something to eat?

There is a Tim Hortons located at the Main East entrance of the building (Level 200) beside the information booth. Our cafeteria is opened Monday – Friday and is centrally located on the 100 level with a self-serve Tim Hortons and a variety of fresh and prepared meal options. Vending machines are also available in the cafeteria and high traffic areas.

Where is the closest public washroom?

There are a number of washrooms located throughout the facility – here are some of the most commonly used ones:

Level 200:

Hallway outside Emergency Department
A2 Hallway
B2 Hallway
Hallway beside Cardio-Respiratory

Level 100:

Cafeteria (closest to the escarpment)
Behind the Vendor Kiosk/Pet Therapy Centre
Beside the stairs across from D1

What are visiting hours?

General visiting hours for the Health Centre are 11:00 am – 1:00 pm and from 4:00 pm – 8:00 pm. This may vary in certain departments, so it is best to check with the unit before visiting.

How often does the bus stop at NBRHC?

- 1a College / University: Bus stops outside of the Emergency Department (Level 200). Every 30 min Monday to Friday – Evenings and weekends is hourly
- 1b Campus Special: Bus stops outside of the Main West Entrance (Level 100 near the cafeteria).

Real time transit information is also available through the North Bay Transit's website myridenbt.northbay.ca

How can I call a loved one in the hospital?

Many people think their loved ones room number is their phone extension—this isn't the case. Call 705-474-8600 and ask Switchboard to be connected.

Where can I buy a gift or card?

There is a volunteer run Gift Shop located on level 200 at the Main East entrance of the building beside Tim Hortons. There are gifts, cards and other items available. Hours vary. Call 705-474-8600 Ext. 3141 for current hours.

Is there Wi-Fi access in the Health Centre?

Currently there is no access to wi-fi within the hospital. Internet is included in the TV, phone and internet packages accessible through the patient bedside terminals. More information is available by calling ext. 3380.

What is Main Street?

You may hear staff, physicians and volunteers refer to 'Main Street' and wonder what they are talking about. Main Street is the name used to refer to the main hallway on each of the three hospital levels. Some of the smaller, intersecting hallways have also been given street names and can be viewed on signs similar to street signs to help you find your way.

What is Town Square?

You may also hear staff, physicians and volunteers refer to 'Town Square'. Town Square is located on the West Side of the building (with an entrance accessible from Lot 9). This is a community-like area most used by patients in our Regional Mental Health programs for recreational programming.



Hospital Amenities

Tim Hortons

There are two Tim Hortons locations in the Health Centre.

- The 200 level location beside the Gift Shop offers fresh baked Tim Horton items and fresh brewed coffee and other Tim Horton favourite hot/cold beverages. As a part of ARAMARK brand, chili and chicken noodle soup is offered as well as grab and go items, such as sandwiches, salads, platters, desserts and a variety of cold beverages.
- There is a self-service Tim Hortons located in the cafeteria on the 100 level.

Cafeteria

The Market (cafeteria) is centrally located on the 100 level with a self-serve Tim Hortons and a variety of fresh and prepared meal options. Options include salads, soups, subs, wraps, sandwiches as well as variety of grilled items and weekly specials.

Gift Shop

The Gift Shop, operated by the Friends of NBRHC, is located next to Tim Hortons in the Main East Lobby (Level 200) and has gift items, toiletries, reading material, TV cards and flowers available for purchase. Call 705-474-8600 Ext. 3141 to contact the Gift Shop directly. Hours are determined by volunteer availability. Profits made in the Gift Shop are returned to the hospital through donations made by the Friends of NBRHC. The Friends of NBRHC also manages a Nevada ticket booth on Level 200, Main East Lobby.

Vending Machines

Vending machines are located throughout the facility – including the hallway between Emergency and Outpatient Lab and in the Cafeteria on Level 100.

TV/Phone Services

A telephone/television/internet unit is at every bedside in the Health Centre. Currently there is no access to wi-fi within the hospital. Payment by cash or credit card at the Gift Shop.

Courtyards

The courtyards on the east side of NBRHC provide patients, visitors and staff the opportunity to sit outdoors. There are three interior inpatient courtyards located between the patient pods on level 100. There are several courtyards located around the perimeter of the west side of the hospital for patient therapeutic and recreational support.



Auditorium

138 seat auditorium (includes a seating area for wheelchairs) for internal meetings and events and sometimes community events.

Gymnasium

The gymnasium located in the Town Square, with a primary purpose to address the recreational needs of patients in the Regional Mental Health Programs.

Fitness Room

The Fitness Room is also located off Main Street, adjacent to the gymnasium. The centre is outfitted with cardio fitness equipment, weights and weight machines. This fitness room is available to patients of the Regional Mental Health Programs and staff during selected hours.

Spiritual Centre

A non-denominational spiritual centre, that offers a quiet space for everyone, is located to the right of the east end main entrance.

Chaplaincy Services

Pastoral care workers, known as Chaplains, are here to listen and offer emotional and grief support. They provide non-judgmental support to all people, regardless of religious, spiritual background, or belief systems. They offer visitation, assist in communication with family members, provide/assist in arranging religious rituals such as Communion, or Sacrament of the Sick. You may request a visit from a Chaplain by asking your nurse or by dropping by the Spiritual Centre located near the Main West Entrance.

Bank Machines

Bank machines are located in the Main East Lobby, Main West Lobby and the Town Centre for cash withdrawals. *Please note – there is a service charge per transaction associated with the banking machine.

General Information

Health Equity

Health equity means ensuring equal opportunities for health for all. The North Bay Regional Health Centre is committed to providing quality and equitable care for all our patients and families. Speak to your health care team about how we can support you during your stay.

Tobacco-Free

NBRHC is a tobacco-free facility. This means when you come to the Health Centre as an inpatient, outpatient or visitor there is no smoking or vaping anywhere on property. For any inpatients, this means all tobacco products should be left at home.

Your health care team at NBRHC is committed and trained to support you. They can help with nicotine replacement therapy or give you information about how to quit. To learn more, please visit our website at nbrhc.on.ca/tobacco-free

Hospital Codes

While you are here, you may hear various codes paged overhead. You do not need to take action when you hear these codes. Should evacuation become necessary, hospital staff will assist or direct you to the appropriate location.

Common Codes include:

- Code Red: Fire
- Code White: Behavioural situation
- Code Blue: Cardiac Arrest
- Code Yellow: Missing Person

Staff Identification

All physicians, staff and volunteers wear photo identification tags.

Discharge

To ensure a smooth transition back to the community, please be aware that your care team will be assisting you with your discharge plans as early as your admission.

Valuables

Upon admission, patients will be asked to sign a release of liability form. The management and staff of the North Bay Regional Health Centre will not assume liability for damage or loss of personal belongings or the loss of monies (except those placed in safekeeping) brought to the hospital by you or by others on your behalf. Please leave jewellery and valuables at home. It is suggested that not more than \$20 be kept at the bedside. You will need cash or credit card to purchase Telephone/TV/Internet services available while in hospital.

Procedures, miscellaneous supplies and equipment not covered by OHIP

For information regarding fees for supplies and procedures please contact finance accounts receivable at NBRHC: 705-474-8600, extension 2553.

Billing Information

Up to date information around accommodations/insurance claims and fees for ambulance fees can be found on our website at <http://www.nbrhc.on.ca/patients-visitors/staying-us/billing-information/> The Cashier's office is located in the hallway next to the Gift Shop on level 200 (Second Avenue).

Patient Food Services

The Patient Food Services department consists of a specialized team of Dietitians, Supervisors, Cooks, Receivers, Clerks and Food Service Workers who work together to offer a three week selective and non-selective menu. Due to the diversity of patient needs, we offer a variety of meal service styles, including tray service, dining room/table service and buffet style service. Meal selections are also offered in some areas. Most patient care areas also have food service pantries that are accessible 24 hours per day

Upon admission, clinical staff will obtain any food allergies and assign a proper diet. The Patient Food Services department provides a variety of nutritious foods recommended by Canada's Food Guide with emphasis on whole grains, fruits and vegetables. Please speak to your nurse if you have any questions or concerns regarding your diet or to request a visit from a Dietitian.

Communication & Confidentiality

Good communication is an important part of the treatment and care process. To keep everyone informed, it is important to select one responsible family member, or a close friend, to act as your spokesperson. Tell your doctor and nurse who that person is so that information about your condition can be conveyed to them. Some patient rooms have white boards that can be used to communicate with the care team.

Privacy

Your privacy is important to us! The North Bay Regional Health Centre recognizes that the personal health information of our patients must be treated with respect and sensitivity and privacy must be protected. You can find information about accessing or correcting personal health information, our privacy practices or to raise concerns or complaints by contacting the Privacy Officer at ext 3320 or via email fippa@nbrhc.on.ca. You also have the right to complain to the Information and Privacy Commissioner of Ontario if you think we have violated privacy rights.

Patient Advocate

The primary responsibility of the Patient Advocate is to assist patients, former patients and families of the NBRHC by providing advocacy services in accordance with the Compliments and Complaints Policy, Patient Bill of Rights and Responsibilities and Advocate Standards of Practice.

How to bring your feedback, compliments & complaints forward:

- Talk to a staff member who is with you; ask for a response if you have a concern.
- Request to speak with a Program or Department Manager.
- If you are still concerned after speaking with staff or the program/department manager you may contact the NBRHC Patient Advocate: 705-474-8600 ext. 3871.

Infection Control

It is important that visitors be free from colds and other infectious diseases. Visitors are requested to use the alcohol based hand sanitizer located at the main entrances to the hospital, each department and outside patient rooms.

Use of Cell Phones and Video Cameras

At NBRHC we respectfully ask that you do not take photos or videos unless:

- You have the permission of the person you are photographing
- You ensure that staff, patients or visitors are not in the background of your photo/video
- You have consent from staff to be in the photos/video

Scented Products

Scented products can cause serious allergic reactions. Please DO NOT use these products during your stay at the hospital. Visitors are also advised to refrain from using scented products.

Flowers & Balloons

Flowers are not permitted in the Critical Care Unit and Neonatal Intensive Care Unit. Latex balloons are not permitted anywhere in the Health Centre due to allergies. Mylar (metallic paper) balloons are permitted and are available at the gift shop.

Getting Around

Entrances

The most commonly used entrance is the Main East Entrance (closest the Emergency Department and the Outpatient Laboratory). This is level 200 of the facility. Other entrances include the Main West Entrance (closest to the cafeteria and the Regional Mental Health Programs) and the Town Square (closest to parking lot 9), both on level 100.

Wayfinding

The wayfinding system is designed to assist the public with navigating through the facility.

The four seasons were used as the theme for the four pods in the Acute Care portion of the Health Centre in recognition of the importance of the four seasons to North Bay and surrounding area. The colours and symbols associated with Spring (Pod A), Summer (Pod B), Fall (Pod C) and Winter (Pod D) are found not only in the signage, but also in the paint colors used on the walls in common areas in each pod.

Room Identification – Acute Care

A basic room number system was developed for patient rooms in acute care based on the location. For example, room A1.2 identifies the patient room as being in the A Pod, Level 1, Room 2; room D3.12 identifies the patient room as being in the D Pod, Level 3, Room 12. Patient rooms in the Women and Children's Care Centre use the prefix E for the room number.

Information

Information booths are located at the Main East Entrance (level 200) and the Main West Entrance (level 100) where volunteers may be able to help you with more information.

Need A Place To Stay?

Accommodations with Hospital Preferred Rates

More information can be found on our website <http://www.nbrhc.on.ca/patients-visitors/visiting-us/visitor-information/>

Hotels/Motels/Bed & Breakfast

There are a number of hotels/motels that offer special rates for patients and families that require accommodation during their stay. Most hotels require an accommodation authorization form, which can be requested from the program/unit where your family is placed.

Alternative Accommodations

Motherhouse

People wishing to stay at the Motherhouse must be referred by the Hospital and meet certain criteria which includes living outside North Bay, receiving treatment or visiting a patient at NBRHC and being medically stable. For more information on eligibility and the referral process, please contact Kathy Walsh at extension 4795.

Canadore College and Nipissing University

The Hospital rate will be available to patients travelling for treatment, along with family and visitors travelling from out of town to provide support to their loved ones. A Hospital rate is available for short and long term accommodation based on availability.

To make reservations or further information please contact Nipissing University and/or Canadore College directly by visiting their website:

Canadore College: www.stayrcc.com/northbay

Nipissing University: www.nipissingu.ca/conferencesservices

Retirement Homes

Retirement Homes also offer accommodation; however, you need to contact them ahead of time as they require specific information about residents who will be staying with them. Please indicate that you are requesting the respite rates when contacting the retirement homes.

Accessibility

The North Bay Regional Health Centre (NBRHC) is committed to recognizing and eliminating barriers that people face every day.

Barrier Free Parking Spaces

Barrier free parking spaces can be found on the parking map (Page 2) and are indicated with a light blue dot.

Barrier Free Washroom Locations

Level 200:

- Hallway beside Cardio-Respiratory
- Emergency Department Waiting Area
- A2 Hallway
- Pod A2
- B2 Hallway

Level 100:

- Beside cafeteria

Elevator Locations

East Side Public Elevators

- Level 100 across from A1
- Level 200 across from A2
- Level 300 adjacent to CCU entrance

Central Public Elevators

- Level 100 across from D1
- Level 200 beside AIPU and stairwell
- Level 300 beside stairwell and D3

Pay Phones

There are six payphones in the Health Centre: two near the Emergency Department, one on Main Street past Tim Hortons, two just off the Cafeteria on the west side, north of the Spiritual Centre, and one in the Regional Mental Health Town Square.

Information

Information booths are located at the Main East Entrance (level 200) and the Main West Entrance (level 100) where volunteers may be able to help you with more information.



Did you know that you can fill your prescription before you leave?

The North Bay Regional Pharmacy is a full-service community pharmacy that is conveniently located next to the Main East Entrance—beside Emergency and Outpatient Lab.

Tel: 705-495-8117

<http://nbrogionalpharmacy.ca>

SPORTMED+
Physiotherapy & Rehabilitation

A Division of Martel & Mitchell Physiotherapy

Our region's only rehabilitation clinic with both sport medicine physicians and physiotherapists providing assessment and treatment. www.sportsmedplus.ca

No referral necessary. Direct billing available for most extended health care plans.

Services:

- physicians
- registered massage therapists
- occupational therapists
- physiotherapists
- custom knee braces



How You Can Help

Share Your Story

If you are interested in sharing your experience at NBRHC to possibly be featured in one of our publications please contact us at communications@nbrhc.on.ca.

Volunteer

The North Bay Regional Health Centre has over 300 volunteers who provide service in district hospital and regional mental health programs, support fundraising initiatives and share their expertise as volunteer board members.

Our volunteers are dedicated individuals of all ages who generously share their time and talent, delivering compassionate and respectful service to our patients and their families. While our volunteers are committed to supporting our programs and services, they do not supplant paid employees in our organization.

Volunteers are selected and placed according to the needs of the organization and the interests, skills and availability of each applicant. For more information about volunteering at the North Bay Regional Health Centre visit <http://www.nbrhc.on.ca/join-our-team/volunteers>.



Foundation

Please consider a gift.

In person: NBRHC, 50 College Drive
Open 8:30 am – 4:30 pm Monday to Friday

Mail: P.O. Box 2500, North Bay ON P1B 5A4

Call: 705-495-8125

Online: www.nbrhc.on.ca/foundation