

QUEEN ELIZABETH HOSPITAL



PRINCE EDWARD ISLAND

# PATIENT SERVICES DIRECTORY



**YOUR COMPLIMENTARY COPY**

Queen Elizabeth Hospital  
P.O. Box 6600  
Charlottetown, Prince Edward Island C1A 8T5  
Tel: 902-894-2111 • Fax: 902-894-2416

[www.healthpei.ca/qeh](http://www.healthpei.ca/qeh)

Revised January 2021

# Welcome to the Queen Elizabeth Hospital

Dear Patients and Visitors,

Welcome to the Queen Elizabeth Hospital. Our physicians, staff and volunteers are committed to making your stay or visit as pleasant and comfortable as possible.

The Queen Elizabeth Hospital was established in 1982. The QEH is the provincial referral hospital for specialized hospital services, and is dedicated to improving the health of Islanders by providing leadership in acute care and specialized hospital services.

The purpose of this directory is to provide you with information about our programs and services. We want your experience at the Queen Elizabeth Hospital to be a positive one. Please do not hesitate to speak with any of our staff if you require more information. We encourage your feedback so we can work together to better serve you in the future.

## Table of Contents

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

<b>A</b>	<b>E</b>
Administration..... 4	Elevators..... 8
Admitting..... 4	Emergency Department ..... 8
Advance Care Planning ..... 4	<b>F</b>
After Hours Clinics ..... 4	Family Care Room (Unit 5)..... 10
Ambulatory Care Centre..... 5	Fire Exits ..... 10
Auxiliary..... 6	Foundation ..... 10
<b>B</b>	Frequently Called Numbers ..... 10
Bank Machine..... 6	<b>G</b>
Bicycle Racks..... 6	Gift Shop - Lillibet's..... 11
<b>C</b>	<b>H</b>
Cafeteria - Abegweit Room ..... 6	Haircare Services ..... 11
Cancer Treatment Centre ..... 6	Health Care Directives (see also Advance Care Planning) ..... 11
Canteen - Royal Pantry ..... 6	Health Information Resource Centre ... 11
Cellular Phones/Wireless Devices..... 6	Hearing Assistance ..... 11
Coffee Shop - Crema Coffee ..... 7	Home Care..... 11
Concerns and Suggestions ..... 7	Hospice ..... 11
Consent ..... 7	<b>I</b>
<b>D</b>	ICU Family Rooms..... 12
Diagnostic Imaging (X-ray) ..... 7	Infection Control..... 12
Diaper Changers ..... 7	Information Desk..... 12
Directions to the Hospital..... 7	Interpreters ..... 12
Discharge Information ..... 7	

## Family Presence in Healthcare

As a patient we encourage you to be a partner in your healthcare. As a member of that team, it is important that you understand your rights and responsibilities. Your rights include how you should expect to be treated. Your responsibilities include how you can be a more active member of your health care team.

Partnering with patients and families is important to the overall well-being and recovery of a patient. Patients and families are encouraged to become partners in care with all health care providers.

---

<b>L</b>		<b>S</b>	
Laboratory Medicine .....	12	Scents .....	15
Lost and Found .....	12	Security.....	15
<b>M</b>		Smoking.....	15
Mail.....	13	Social Work Department .....	15
Meals (see also Cafeteria).....	13	Spiritual Care .....	16
Mental Health Walk-In Clinics.....	5	Staff Identification .....	16
<b>N</b>		Surgery Waiting Room.....	16
Newspapers.....	13	<b>T</b>	
Nursing Units .....	13	Telephone Services.....	16
<b>P</b>		Televisions .....	16
Parking.....	13	Translation .....	16
Patient Rest Period .....	13	<b>V</b>	
Patient Rooms .....	14	Valuables .....	16
Patient Satisfaction Survey.....	14	Vending Machines .....	16
Payment of Patient Accounts .....	14	Visiting Guidelines .....	17
Pediatric Clinic .....	14	Visiting Hours .....	17
Pharmacy Department .....	14	Volunteer Services.....	18
Physical Medicine .....	15	<b>W</b>	
Place of Prayer		Washrooms .....	19
(See also Spiritual Care) .....	15	What to Bring to the Hospital.....	19
<b>R</b>		Wi-Fi .....	19
Rights and Responsibilities .....	15	<b>Y</b>	
		Your Personal Information.....	19
		QEH Foundation .....	20
		Community Supporters .....	21

# Hospital Information

## Administration

Located on the Level Three (top floor).

## Admitting

Located on Level Two (main floor).

Please present your P.E.I. Health Card.

For safety reasons, you must not remove the identification bracelet put on your wrist during admission.

If you have not been to the admitting office PLEASE stop by yourself or have a family member stop before your discharge.

**All patients must register for tests at the Admitting Department with the exception of Diagnostic Imaging, Pediatrics Clinic (registration done in the clinic between 8 am to 4 pm, after hours registration done in Admitting) and P.E.I. Cancer Treatment Centre.**

## Advance Care Planning

Advance care planning is about having conversations with your close family, friends, and healthcare providers so that they know the healthcare treatment you wish to have, or refuse, if you become incapable of expressing your own decisions. For more information and forms please visit [www.healthpei.ca/advancecareplanning](http://www.healthpei.ca/advancecareplanning) or call 902-620-3045. (Please also see “Health Care Directives” in this directory.)

## After Hours Clinics

In most cases, your family doctor is the most appropriate person to see if you are not feeling well. After-hours service for medical problems that cannot wait until the next day, but are not life threatening, are provided by the after-hours clinics below. Use the after hour clinics for non-urgent care if your doctor is on holidays, or if you do not have a family doctor. Please bring your P.E.I. Health card and a list of your medications when you visit one of these clinics.

Please contact the hospital Information Desk for the hours of service of the clinics.

### After Hours Clinics

Parkdale Medical Centre.....	902-892-2111
20-24 St Peter’s Road, Charlottetown	
Downtown Walk-in Clinic.....	902-367-4444
20 Water St, Charlottetown	
Sherwood Walk-In Clinic.....	902-628-8900
15 Brackley Point Road, Charlottetown	
Stratford Walk-In Clinic.....	902-892-2111
13 Stratford Road, Stratford	
Crapaud Family Clinic.....	902-658-2212
20557 TransCanada Highway, Crapaud	
Central Queens Health Centre.....	902-621-3050
4276 Hopedale Road, Hunter River	

Morell Walk-In Clinic.....	902-620-3260
15 Park Street, Morell	
Montague Health Centre .....	902-838-0787
407 MacIntyre Avenue, Montague	
Eastern Kings Health Centre .....	902-687-7033
7 Green Street, Souris	
Seaside Medical Centre .....	902-687-2013
51 Main Street, Souris	
Central Street Walk-In Clinic .....	902-724-3210
434 Central Street, Summerside	

If you are unsure what to do about a medical situation you may call 8-1-1 for advice. A registered nurse is available at this number 24 hours a day to provide information and guidance.

Mental Health Walk-In Clinics offer immediate health support to help with anxiety, as well as life events causing stress and other mental health issues.

If you are experiencing a major crisis and, as a result, feel hopeless, helpless and have nowhere to turn to please go directly to the hospital Emergency Department.

### **Mental Health Walk-In Clinics**

Community Mental Health (Age 16 and up) .....	902-838-0960
126 Douses Road, Montague	
Richmond Centre (Ages 16 and up) .....	902-368-4430
1 Rochford Street, Charlottetown	
McGill Centre (Ages 16 and up) .....	902-368-4911
55 McGill Avenue, Charlottetown	
Prince County Hospital .....	902-888-8180
65 Roy Boates Avenue, Summerside	
Lennox Island Health Centre (For Lennox Island residents only).....	902-831-2711
15 Eagle Feather Trail, Lennox Island	
O'Leary Health Centre .....	902-853-8670
14 Mackinnon Drive, O'Leary	
Westisle High school (For students of this school ages 16 and up)	
39570 Western Road, Elmsdale	

For more information on Walk-In Clinics on PEI you can visit [www.princedwardisland.ca](http://www.princedwardisland.ca) and enter "Walk-In Clinics" in the search box. There you will find the most up to date information, including clinic hours.

## **Ambulatory Care Centre**

There are many clinics held in the Ambulatory Care Centre. If you have an appointment for a clinic and are unsure of your destination, check with the Information Desk or Admitting Department.

### **Level 1**

- Asthma Education Centre
- Eye Clinic
- Same-Day Treatment Unit
- Hemodialysis and Provincial Renal Clinic

## Level 2

- Specimen Collection
- Special Testing Services: ECG, Holter Monitoring, Cardiac Stress Test, Pulmonary Lung Function, Echocardiogram, EEG, EMG, Nerve Conduction Studies, Vascular Lab.
- Shared Clinics including: Clinic A - ENT, Enterostomal Therapy, Infusion Pump, Out-Patient Dietitian, and Respiratory Clinic. Clinics B and C - Heart Health, Orthopedic, Pacemaker, Plastics, Telehealth Services, Urology, Neurology and Dermatology.
- Endoscopy (TEE, DSE)
- Bronchoscopy
- Cystoscopy
- Lithotripsy
- Surgical Procedures

## Auxiliary

The Queen Elizabeth Hospital Auxiliary Inc. is a volunteer organization that provides funds, services, education and fellowship for the patients, staff and volunteers of the Queen Elizabeth Hospital. The Auxiliary operates both the Royal Pantry Eatery and Lillibet's Gift Shop as major fundraising activities. The Auxiliary has 250 active volunteers, and new volunteers are always welcome. If you are interested in giving some of your time and talent to the Auxiliary call 902-894-2400.

## Bank Machine

The hospital has two ATM machines. One is located at the main entrance. The other is located downstairs outside the cafeteria. The small service charges on these ATM's are a fundraising effort by our Foundation.

## Bicycle Racks

Bicycle racks are located outside the main entrance. The hospital is NOT responsible for theft or damage.

## Cafeteria - Abegweit Room

The Abegweit Room is located on Level One (bottom floor) and provides an extensive menu for staff, volunteers and visitors. It is open seven days a week from 9:00 am - 5:45 pm

## Cancer Treatment Centre

The P.E.I. Cancer Treatment Centre is located on Level Two (main floor). The Centre provides both radiation therapy, chemotherapy services and Provincial Cancer Navigation. For more information call 902-894-2027.

## Canteen - Royal Pantry

Located on Level Two (main floor), in the main lobby. The Royal Pantry raises funds for the hospital through sales of soup, sandwiches and light snacks to visitors, staff and patients. The Royal Pantry is staffed by a coordinator and Auxiliary volunteers. Its hours of operation are: Monday to Friday, 8:00 am to 9:15 pm and Saturday and Sunday, 1:00 pm to 9:15 pm

## Cellular Phones/Wireless Devices

Cell phones and wireless devices may be used in any area of the hospital where direct patient care is not being provided.

## Coffee Shop - Crema Coffee

The Crema Coffee Shop is located on Level Two (main floor) near the Information Desk. The coffee shop is open every day from 6:45 am - 9:30 pm

## Concerns and Suggestions

If you have concerns or suggestions about your care while in hospital, please ask to speak with the manager of your unit or treatment area. There is also a suggestion box located in the main lobby.

## Consent

According to the Consent to Treatment and Health Care Directives Act, to obtain your consent or refusal to treatment the following criteria must be met: consent must be informed; consent must be given voluntarily; and consent must relate only to the treatment that has been explained and discussed. For more information on consent please speak with your health care practitioner.

## Diagnostic Imaging (X-ray)

Located on Level Two (main floor). The Diagnostic Imaging Department provides a full range of services by referral.

## Diaper Changers

Diaper Changers are located in the public washrooms located in the Emergency Department, in the main lobby on level two (middle floor), and in the lower lobby on level one.

## Directions to the Hospital

The Queen Elizabeth Hospital is located at 60 Riverside Drive, in Charlottetown. Our mailing address is:

Queen Elizabeth Hospital  
P.O. Box 6600  
Charlottetown, PE C1A 8T5

## Discharge Information

**(also see Social Work and Payment of Patient Accounts)**

Please note that our discharge time is 11:00 am for most patients. We ask that you observe this time closely.

One of the ways we try to make sure that there is always a bed available for you when you get sick and need to come into the hospital is by starting to plan for your eventual discharge from hospital as soon as you are admitted. This means that we will ask your doctor to estimate when you are likely to be ready to leave the hospital, based on their knowledge of your particular health concerns and how long it usually takes to recover from your particular acute illness or injury.

If it appears that you or your family will need additional help after you go home, you will be contacted by our Social Workers shortly after hospital admission. These trained professionals, along with our Home Care Coordinator, will visit you shortly after you are admitted to start planning for your hospital discharge. If it appears that you, or





your loved one, will not recover sufficiently to be cared for at home and arrangements need to be made for you to go to a community care or long term care facility when your hospital stay is completed, we will help you start planning for that, as well.

When you are feeling better, and your doctor tells us that you no longer need to be in an acute care hospital bed, you are to make arrangements to leave the hospital that day. If you or your loved one is given a medical discharge of Awaiting Placement - Long Term Care or Awaiting Placement - Community Care and a suitable long term care or community care bed is available to meet your ongoing needs you will be discharged to the first available vacancy. If this option is refused an immediate plan to discharge the patient to home within 24 hours will be developed and implemented. A bed may be offered outside of the patient home community. If the patient moves to this bed they will be given first priority to transfer back when an appropriate bed becomes available.

Once you are medically discharged and Awaiting Placement - Long Term Care, Health PEI policy requires charging you the daily medical discharge fee equaling the daily long term care rate. The current maximum rate is \$102.73.

A family member or friend should take you home after a hospital stay. Please make sure you have all of your belongings and P.E.I. Health card as well as any aftercare instructions and prescriptions you may be given by your health care provider. It is important that you understand all instructions about your medication, diet, activity and return appointments. If you are unsure about anything, ask your healthcare provider before you leave.

## Elevators

Elevators are located on each floor of the hospital near the centre of the main corridors. Please note that not all elevators go to Level Three.

## Emergency Department

The Emergency Department treats patients for life threatening/near death situations, urgent medical/surgical problems and non-urgent conditions. The Emergency Department is NOT the same as "Outpatients"/Ambulatory Care, which treats patients with previously scheduled procedures.

The Emergency Department is open on a 24-hour basis. The Emergency Department has its own parking lot, reserved for Emergency Department patients ONLY. Ambulatory Care clinic patients must park in the main parking lot.

## Important Information About the Queen Elizabeth Hospital Emergency Department

### ***What is the Emergency Department?***

The Emergency Department treats a wide variety of patient conditions including life threatening/near death situations, urgent medical/surgical problems and non-urgent conditions. We also provide services to patients who require on-going care for specific problems such as low blood. The Emergency Department is NOT the same as "Outpatients". Outpatient services are provided in Ambulatory Care.

### ***How Do I Register?***

When you arrive at the Emergency Department you will briefly be seen by the triage nurse before being registered by the Admitting Clerk. The clerk records basic information on your chart including name, birth date, address and the reason for your visit. The clerk



will also ask to see your provincial health card. Detailed health information about your condition will be taken by the triage nurse when you are interviewed.

### ***What is “Triage”? (Pronounced “tree-age”, meaning “to sort”)***

After registration is completed, you will see the triage nurse again for an assessment. Triage is the first assessment of your condition. The triage nurse will ask you about your illness or injury, any medications you take and any allergies you have. It is helpful to have a written list of your medications. The triage nurse may also take your blood pressure, pulse, weight, and perform other tests depending on the nature of your condition. In this assessment the triage nurse uses information gained from the interview with you/your family, along with established guidelines, to determine the level of care you require:

**Critical** - e.g. near death; major life threatening injuries

**Emergent** - e.g. stroke; severe pain; heart problems

**Urgent** - e.g. seizure; significant bowel or vaginal bleeding

**Less-Urgent** - e.g. head injury with no loss of consciousness; broken wrist

**Non-Urgent** - e.g. minor cut to the skin; sore throat; flu-like illness; ear ache; constipation

### ***How Long Will I Have to Wait?***

The level of care you are assigned, the number of patients in each level, and the availability of rooms determine how long you will wait to see a physician. Patients are NOT seen on a “first come, first served” basis and often new arrivals are seen before patients who are already waiting. This is because their level of care is more urgent.

Please understand that it is very difficult to estimate how long you will have to wait. We realize it can be tiring, frustrating and stressful to wait for extended periods and we do our best to keep you updated when unusual delays occur.

At times you may notice prolonged periods of time in the waiting room when patients are not called into the Treatment Area. This is because patients in other areas of the Emergency Department are being assessed and treated. We ask that you try to be as patient as possible while you wait to see a doctor.

Please help us by coming forward for reassessment if you feel your condition changes while you are waiting.

For up to date wait time information please visit [www.gov.pe.ca/erWaitTimes/](http://www.gov.pe.ca/erWaitTimes/)

### ***WHAT’S AN EMERGENCY?***

#### ***Is your problem serious?***

Go to the Emergency Department when:

- You have discomfort or tightness in the chest
- You have more than usual shortness of breath
- You have abdominal pain
- You have prolonged and persistent headache
- You have an injury that may require stitches or may involve a broken bone
- Your child has prolonged diarrhea or vomiting
- A baby under six months has a fever of 38°C or 100.4°F, or higher
- You are experiencing a major crisis and as a result, feel helpless, hopeless and have nowhere to turn

**If you are not certain — GO TO THE EMERGENCY DEPARTMENT**

### ***Is your problem minor?***

In most cases, your family doctor is the most appropriate person to see if you are not feeling well. After-hours service for medical problems that cannot wait until the next day, but are not life threatening, are provided by these after-hours clinics. Use the after hour clinics for non-urgent care if your doctor is on holidays, or if you do not have a family doctor.

## **Family Care Room (Unit 5)**

The Family Care Room is a resource used by the staff of Unit 5 (Pediatrics) to help families and young patients through the healing process. The Family Care Room is a warm, comfortable place where a family can go for privacy.

## **Fire Exits**

Fire Exits are clearly marked throughout the hospital. Do not attempt to use the elevators during a fire alarm. All fire doors will automatically close until the ALL CLEAR announcement is made overhead. During a fire alarm, remain in your area and do not move throughout the hospital unless directed by staff or Fire Department personnel.

## **Foundation**

The QEH Foundation is committed to raising funds to purchase much-needed medical equipment for the Queen Elizabeth Hospital, Prince Edward Island's largest referral hospital. The Foundation provides the only ongoing, annual source of funding for medical equipment for our hospital. Together, with the help of many generous donors and volunteers, we work to make sure the finest care is available for you and your loved ones.

If you would like more information on how to make a donation, become a volunteer, or if you would like to share your QEH experience with us, please call us at 902-894-2425, check out our website at [www.qehfoundation.pe.ca](http://www.qehfoundation.pe.ca), or feel free to visit us in the main lobby at the Queen Elizabeth Hospital.

## **Frequently Called Numbers**

Main Number .....	902-894-2111
Administration	
Chief Administrative Officer .....	902-894-2351
Medical Director .....	902-894-2411
Admitting .....	902-894-2237
Diagnostic Imaging (X-ray) .....	902-894-2233
Director of Nursing .....	902-894-2355
Emergency .....	902-894-2200
Foundation .....	902-894-2425
Health Records .....	902-894-0257
Information Desk .....	902-894-2095
Mammography .....	902-894-2915 locally or toll-free 1-888-858-2915
Nursing Units .....	(see "Nursing Units" page 13)
Pre-surgery Clinic .....	902-894-2438
Social Work .....	902-894-2299
Spiritual Care .....	902-894-2053

## Gift Shop - Lillibet's

Located in the main Lobby on Level Two (main floor). Operated by the Hospital Auxiliary, Lillibet's Gift Shop offers a wide range of gift ideas for baby showers, wedding presents, graduation, birthdays and anniversaries. Lillibet's is a major fundraising activity for the Auxiliary and is open Monday to Friday from 9:00 am to 8:45 pm and Saturday and Sunday from 2:00 pm to 8:45 pm. Their phone number is 902-894-2057.



## Haircare Services

Volunteers visit nursing units to offer shampoo and blow-dry services once a week. Contact the ward clerk on your Unit to have your name added to the list.

## Health Care Directives (see also Advance Care Planning)

A health care directive, often called a "living will", is a legal document describing the amount and type of care you want, should you become incapable of making health care decisions on your own. Anyone who is 16 years of age or older and capable of making health care decisions can make a directive. A health care directive must be in writing, dated and signed. A special form is not required, although several sample forms are available. For more information or a sample please visit [www.healthpei.ca/advancecareplanning](http://www.healthpei.ca/advancecareplanning) or call 902-620-3045. (See also "Advance Care Planning" in this directory).

## Health Information Resource Centre

The Health Information Resource Centre provides free Internet access to patients and their families who are looking for health information. It is located in the main Lobby and it is available from 8:00 am to 8:00 pm seven days a week. Patients and their families are encouraged to use the centre at their convenience.

## Hearing Assistance

The Queen Elizabeth Hospital has a comprehensive program to assist persons with hearing difficulties. Please identify your need for assistance to your health care provider. We recognize that effective communication with staff is essential during your hospital stay. Good communication begins when patients can hear and understand staff messages. Please ask us for help.

## Home Care

If you are interested in receiving Home Care services (for example, nursing, visiting homemakers, physiotherapy, etc.) after you are discharged, contact the Social Work Department at 902-902-894-2299.

## Hospice

The Hospice Palliative Care Association of PEI is a group of trained volunteers who believe that through caring for and supporting the dying person and their family, they can lessen the fear and uncertainty associated with death and dying.

Hospice care is comforting, conversing, listening, reading prayerful meditation, walking, driving patients to medical appointments and doing those small things that help bring peace of mind.

Hospice care is provided for persons in the last phases of illness, when cure is no longer a realistic possibility.

Hospice volunteers can be reached at the Queen Elizabeth Hospital by calling 902-368-4498.

## ICU Family Rooms

Located just outside of the Intensive Care Unit (ICU) on Level Two (middle floor). The Family Rooms provide a quiet place for the families and friends of patients in the ICU.

## Infection Control

As a patient you can participate in infection control by washing your hands before leaving your room and after using the bathroom. All visitors and patients/clients of hospital services are encouraged to utilize hand washing stations when arriving at the hospital and throughout their stay.

If you require isolation precautions, your nurse can teach your visitors about hand washing and using protective barriers. If you are on isolation precautions, your visitors should report to the nurses' desk for instructions before they enter your room.

Visitors are reminded not to visit room to room.

No bare feet allowed.

## Information Desk

Located at the Main Entrance of the hospital. The desk is operated by Volunteer Services and is open from 8:30 am to 8:30 pm. The Information Desk can be contacted by calling 902-894-2095.

## Interpreters

To ensure clear communication between patients, families and staff, we have interpreter service available to assist you. You may arrange this service through your health care provider.

## Laboratory Medicine

Located on the third floor, the Laboratory provides a full range of laboratory testing. Laboratory technologists may be visiting you on a regular basis while you are in the hospital to collect blood samples which are tested to provide information to your physician. An Ambulatory Care collection service is provided in the Specimen Collection area in the main lobby and in the PEI Cancer Treatment Centre.

## Lost and Found

If you are looking for a lost item or would like to turn in something you have found, call 902-894-2001. Found items can also be turned into the Information Desk in the main lobby.



## Mail

Ask your friends and relatives to send items clearly marked with your full name to:

**Queen Elizabeth Hospital  
60 Riverside Drive  
P.O. Box 6600  
Charlottetown, PE  
C1A 8T5**

Patient mail is delivered every morning, Monday to Friday. Parcels, flowers and other items left at the Information Desk are delivered throughout the day while the Information Desk is in operation.

A mailbox is located outside the main entrance. Stamps can be purchased at Lillibet's Gift Shop.

## Meals (see also Cafeteria)

Most patients receive a menu from which to make meal choices. Your dietary provider can assist you in marking your menu. If you follow a special diet be sure to let us know when you arrive. A clinical dietician or a dietician assistant may visit to discuss special needs. Meals are served at approximately 7:30 am, 12:00 pm and 5:00 pm

## Newspapers

A volunteer visits patient rooms each morning to sell newspapers. Newspapers are also available from Lillibet's and the Royal Pantry.

## Nursing Units

Unit 1: Orthopedics/Oncology/Burns/Cardiac-PCU .....	902-894-2255
Unit 2: Medical/Surgical .....	902-894-2258
Unit 3: Medical .....	902-894-2261
Unit 4: Obstetrics/Gynecology.....	902-894-2264
Unit 5: Pediatrics.....	902-894-2122
Unit 7: Rehabilitation .....	902-894-2125
Unit 8: Medical/Provincial Stroke Unit.....	902-894-2128
Unit 9: Psychiatry.....	902-894-2115
ICU/CCU: Critical Care .....	902-894-2253

## Parking

The Visitors Parking Lot is located in front of the Main Entrance. Parking is only permitted in designated parking areas. Anyone parked in areas other than a designated parking lot will be towed at the owner's expense. If you have a question about parking, please ask Security, located inside the main lobby.

## Patient Rest Period

To ensure patients receive rest for recovery, Patient Rest Period takes place every day from 1:30 pm to 2:30 pm on most nursing units. Visiting hours are over at 8:30 pm. For more detailed information see Visiting Guidelines and Visiting Hours in this directory.

## Patient Rooms

You may be assigned to one of three types of patient rooms at the Queen Elizabeth Hospital:

**WARD** - Up to four patients per room

**SEMI-PRIVATE** - Up to two patients per room

**PRIVATE** - One patient per room

When requested, semi-private and private rooms are assigned based on availability and the medical condition of all patients on the unit. You should be aware that you may be required to change rooms at any time during your hospital stay.

While every effort is made to minimize disruptions, room changes may be necessary when your treatment plan, or that of another patient, requires a private or semi-private room. We ask that you and your family are patient and understanding in these situations, and we assure you that all attempts will be made to avoid disruptions.

## Patient Satisfaction Survey

You may receive a patient satisfaction survey about your hospital visit after you leave the hospital. Your opinion is important to us as we continually try to improve services for patients and families.

## Payment of Patient Accounts

Some services are not covered by the provincial health plan. You may pay your account on discharge by cheque, cash, debit card, Visa, money order, draft, or Mastercard. This can be paid in the Admitting Department on the main level or in the Business Office located on the third level.

Please check your insurance coverage before you come to the hospital. The provincial health plan does not cover extra costs such as semi- or private rooms, telephone or television service. Private insurance may or may not cover all or part of these costs; if not, you are responsible for the difference. **It is your responsibility to know your insurance coverage.** If you have questions regarding your account during your stay please contact the Business Office at 902-894-0106 or 902-894-0140.

## Pediatric Clinic

Located on level one (bottom floor) near the cafeteria. The Pediatric Clinic provides family-centred care to children across Prince Edward Island. Children are seen on a referral basis and arrangements for an appointment can be made through your family physician.

## Pharmacy Department

The Pharmacy Department provides medications for patients of the Queen Elizabeth Hospital. Pharmacists and pharmacy technicians monitor medication orders for drug interactions, appropriate dosing and provide drug information to physicians and nurses.



## Physical Medicine

Located on level two (main floor). The Physical Medicine Department provides a full range of rehabilitation services by referral. These services include Physiatry, Speech-Language Pathology, Physiotherapy, Occupational Therapy, Prosthetics, Orthotics, Stroke Therapy, Lymphedema Therapy and specialized seating.

## Place of Prayer

The Place of Prayer is located on Level Two (main floor), across from Telecommunications.

To reach our Pastoral Care Department please call **902-894-2053**.

**Please contact the Pastoral Care office for information on service times and details.**

## Rights and Responsibilities

The Queen Elizabeth Hospital believes that its patients, staff, volunteers and physicians are entitled to a respectful environment. Physical or verbal abuse of patients, family members, visitors, staff, volunteers or physicians will not be tolerated. Any person who verbally, physically threatens, attacks another, or destroys hospital property may be reported to police. If you have a concern, we encourage you to discuss it with the supervisor or manager.

## Scents

Scented products including perfume, cologne, aftershave and other personal care products can cause serious problems for some people, especially those with asthma, allergies, and environmental illness. We ask everyone, including staff, patients, volunteers and visitors to avoid wearing these products when in the hospital.

## Security

Security is posted to the right when you enter the main lobby, 24 hours a day. At 9:30 pm all entrances are locked. To enter the hospital after 9:30 pm please press the night bell located at the main entrance and someone will assist you. Security can be reached by calling 902-894-2001.

## Smoking

In keeping with the *Smoke Free Places Act*, smoking is strictly prohibited on all hospital property including the parking lots.

## Social Work Department

The Queen Elizabeth Hospital Social Work Department works with hospital and community health care providers to help you through the stress associated with illness, hospitalization and prepare for your on-going needs following discharge. Services include referrals to government agencies, referral to nursing homes, counselling and support for patients, family members and health care providers. You can ask for a referral from any health care provider or call the Social Work Department directly at 902-894-2299.



## Spiritual Care

The Spiritual Care Department provides services to patients, families and staff. Service is provided on a 24-hour on-call basis. Spiritual Care representatives and volunteers also visit patients, and escort patients to Place of Prayer services. The Spiritual Care Department can be reached by calling 902-894-2053.

## Staff Identification

All physicians, staff, volunteers and students wear photo identification. If you do not know who someone is, ask to see their identification.

## Surgery Waiting Room

A waiting room for the families of surgery patients is located on level two (main floor) down the hall from the operating room.

## Telephone Services

Telephone services are provided for a fee by a private, third party company. To connect a bedside telephone simply pick up the bedside phone and someone from the phone company will answer. If you require assistance in connecting a telephone please ask one of your caregivers for assistance. Pay phones are also available in various locations in the hospital.

The Information Desk is unable to give out phone numbers as the telephone service is provided by a private company to the patient. Patients are responsible for giving their telephone number to friends and family.

## Televisions

Televisions are located beside most hospital beds. A daily rental fee must be paid before the TV can be connected. To arrange for TV service, call 902-894-2154. For safety reasons, please do not bring your own television to the Hospital.

## Translation

See "Interpreters"

## Valuables

Please leave money, credit cards, jewellery and valuable papers at home. The hospital cannot accept responsibility for lost or damaged valuables or personal property kept at bedside.

## Vending Machines

Vending machines are located outside of the Cafeteria on level one (bottom floor) of the hospital and in the Emergency Department.

## Visiting Guidelines

We recognize that partnering with patients and families plays an important role in a patient's overall well-being and recovery to optimal health and we encourage patients and families to become partners in care with all healthcare providers.

- **Family/Partners in care** are welcome **24 hours a day** according to patient preference and in coordination with the patient care team.
- Family/Partners in care are anyone identified by the patient as an important support to be included in the patient's healthcare system encounters, including, but not limited to, immediate and extended family, friends and caregivers.
- At certain times there may be interruptions to family presence to protect the privacy rights of other patients or to maintain safety, security or clinical requirements.
- **Visitors** are asked to call the front desk or check with a care provider before visiting a patient. QEH still has rest periods and quiet hours, which enhance care by providing patients with dedicated time to rest and get well. Visitors are those not designated as family/partners in care.
- The number of people able to visit a patient at one time will be determined in collaboration with the patient, family/partners in care, health care team and other patients, if the individual is in a shared room. If you have a large family, please designate one person who will be contacted for updates and relay information to other family/partners in care.
- Check with the patient's care provider before bringing gifts of food, drink, or flowers.
- Children are integral members of a patient's family. While visiting, they must be accompanied by an adult and supervised at all times.
- It is recommended that you do not visit the hospital if you are feeling unwell or were recently exposed to an infectious illness.
- Isolation precautions and other infection control guidelines posted on the patient's door **must be strictly followed**. Check with a care provider if you are unsure.
- Smoking/vaping is prohibited in the hospital and on hospital grounds.
- Wash hands or use the hand sanitizer provided when you enter and leave the patient room and patient care area to reduce the spread of germs.
- Hospitals are scent-free. Refrain from wearing scented products and do not provide highly scented flowers to patients or hospital staff.
- If you have questions about visiting, please ask for assistance.

## Visiting Hours

Visiting hours for visitors, not designated family/partners in care, help us better meet the needs of patients while in hospital. These hours are generally **11:30 am to 1:30 pm** and **2:30 pm to 8:30 pm** except in specialized units\*. No more than two visitors at a time is preferable in most cases. Special visitation needs will be assessed and accommodated on a case by case basis.

### \* Specialized Units

#### Labor & Delivery

- Two support people with the patient at any one time. No children under the age of 12 years of age are permitted.

## **Maternity/Gynecology (Unit 4)**

- Partner/support person, siblings of the baby, and grandparents may come at any time. Siblings of the baby are to be supervised when present. In addition, others may visit two at a time between **6-8:30 pm** at the families request.
- There may be no more than two visitors at any given time.

## **Neonatal Intensive Care Unit /Nursery**

- Parents are asked to identify a maximum of four visitors over the age of 12 years who can visit one or two at a time. Siblings (any age) of the baby may visit in the nursery.

## **Pediatrics (Unit 5)**

- Parents, sibilings (of any age), grandparents and/or another caregiver (at the direction of the parents) may visit at any time.
- Visitors are asked to call the information desk or check with a health care provider before visiting a patient.
- Children under the age of 12 are welcome to visit and must be accompanied by an adult while in the hospital.

## **Emergency**

- Two adult visitors are allowed at any time. Substitution and rotation of visitors will be allowed as appropriate. Children may have both parents/guardians with them at all times. For admitting emergency patients, follow general visiting hours.

## **Intensive Care / Coronary Care / Progressive Care**

- Immediate family only. Access is dependent on the patient's condition. No more than two to four family members at a time. Please inquire with nurses by telephone from lounge or outside ICU door before entering ICU/CCU.
- Children (any age) are permitted with adult accompaniment, at the discretion of parent and nursing staff. This is not appropriate if patient is isolated.

## **Psychiatry (Unit 9)**

- Mon. - Fri., 4:30 pm - 8:30 pm; Sat., Sun, Stat Holidays, 11:30 am - 1:30 pm & 2:30 pm - 8:30 pm Special consideration is given to: personal caregivers or persons required by the care team to attend meetings, conferences, education sessions, therapy sessions, etc.

## **Gynecology**

- No more than two visitors at a time.

## **Volunteer Services**

The Queen Elizabeth Hospital has over 500 volunteers. Working with staff and patients, these men, women and youth contribute their time, skills and experience to support patient care and staff in all areas of the hospital. You can contact Volunteer Services at 902-894-2003.



## Washrooms

Public Washrooms are located on all three levels of the Hospital.

- Level One (bottom floor): At the bottom of the stairs outside the cafeteria.
- Level Two (middle floor): Across from Lillibet's Gift Shop.
- Level Three: (top floor): Across from Classrooms A & B.

Smoking is strictly prohibited on all hospital property including washrooms.

## What to Bring to the Hospital

Please bring your own pyjamas, nightgowns, robes, slippers, and toiletries (including soap, shampoo, toothbrush and toothpaste). Under most circumstances the hospital does NOT provide these items. You may consider bringing your own pillow or blanket for a touch of home.

Please refrain from bringing money, credit cards, jewellery, valuable papers, and anything else of high sentimental or monetary value to the hospital.

If you accidentally bring hospital property home, please return it to the Information Desk at any time.

## Wi-Fi

QEH recognizes that being able to stay connected with family and friends helps patients feel less isolated, whether they are an in-patient or coming regularly to receive services such as dialysis or cancer treatment. Visitors may also spend long hours at the hospital and need access to Wi-Fi. Free Wi-Fi access is available to patients and visitors in most areas of the hospital.

## Your Personal Information

In order to provide health services, we need to collect personal information from our patients/clients. We must protect this information by law and the ethical standards of health professionals.

Personal information identifies who you are. Examples may include your name, personal health number or medical information.

The Freedom of Information and Protection of Privacy (FOIPP) Act of Prince Edward Island, and other Acts which govern health services on Prince Edward Island, allows us to collect, use and disclose the personal information needed to provide health services.



CARE TODAY FOR TOMORROW



*Jenny Dunne and Neville Lawless*

After experiencing separate emergency health issues, Neville Lawless and his granddaughter, Jenny Dunne, both praise QEHL health care providers and their expertise for getting their lives back on track.

It is only through the support of generous donors that the QEHL Foundation can fulfill its important mission of raising funds for medical equipment for our Island's largest hospital. This continued support ensures our health care professionals can continue to provide the highest level of care possible for our friends and families here—at home—in PEI.

**To make a donation in honour of a physician, nurse, or other health care staff please contact:**

**QEHL Foundation, Main Level**  
(across from the gift shop)

Tel: (902) 894-2425

[www.qehlfoundation.pe.ca](http://www.qehlfoundation.pe.ca)  
[info@qehlfoundation.pe.ca](mailto:info@qehlfoundation.pe.ca)



QEHLFoundation



@QEHLFoundation

**We're here to help you take control of your mental health. Connect with us for:**

- Employment support
- Housing services
- Educational options
- Social activities
- Peer Support
- And so much more!

*Reach out today to find out how we can help you on your wellness journey.*



Canadian Mental  
Health Association  
Prince Edward Island  
Mental health for all



**Call 902-628-1648 or email [t.willows@cmha.pe.ca](mailto:t.willows@cmha.pe.ca) for more information.**



**Begin Your Journey  
Towards Becoming  
Forever Healthy**

**Forever  
Healthy**.ca  
Allergy Elimination Center

19 MacAleer Drive  
Charlottetown, PEI  
902-569-3031  
[Pat@ForeverHealthy.ca](mailto:Pat@ForeverHealthy.ca)



**902-894-8134**  
Charlotte Residence  
39 All Souls Lane  
Charlottetown, P.E.I. C1A 1P9

*Two licensed community care  
facilities for ladies.*

*Private and semi-private rooms, ensuite bathrooms.  
The residences are proud of their home cooking, and  
special diets can be accommodated.*

**902-894-3815**  
Stamper Residence  
29 Fitzroy St.  
Charlottetown, P.E.I. C1A 1R2

Queen Elizabeth Hospital is grateful to all advertisers for helping to make this directory possible. Please note that an advertisement in this directory does not imply an endorsement by Queen Elizabeth Hospital.



YOUR **ONE STOP PRINT SHOP**  
FOR ALL YOUR COMMERCIAL AND  
PERSONAL PRINTING NEEDS



**SAVE 20% OFF**  
**YOUR ONLINE ORDER**

USE PROMO CODE **HOSPITAL20**  
CANNOT BE COMBINED WITH ANY OTHER PROMOTIONS

**#ifyoucantthinkit #wecaninkit**



**T: 1-800-339-5662 E: info@wecaninkit.ca**



# Home health care services



Personalized  
to your needs!

**Bayshore®**  
Home Health

## ~ Personal Support / Attendant Care

- Grooming, showering, dressing
- Feeding assistance
- Transfers / mobility assistance

## ~ Companionship

- Home check-in visits
- Escorted outings and appointments
- Leisure activities – reading, puzzles, games, hobbies
- Caregiver relief

## ~ Meal Preparation

- Purchase groceries
- Prepare hot & nutritious meals
- Assist with light clean up after meals

## ~ Medication Reminders

- Daily reminders to take medication on time
- Reminders by phone

## ~ Light Housekeeping

- Laundry
- Vacuuming
- Mopping floors, dusting
- Cleaning bathrooms

## ~ Nursing

- Chronic disease management support
- Pediatric, oncology & infusion

## ~ Additional Services

- Serious Injury Home Care / Case Management
- In-Hospital Assistance
- Palliative / End of Life Care

Support in PEI is just a phone call away.

**902.892.7355** [homecarepei@bayshore.ca](mailto:homecarepei@bayshore.ca)

Services available vary by location. Please contact your local branch for details. Bayshore Home Health is a division of Bayshore HealthCare, a leading provider of home and community health care services. As a Canadian-owned company, Bayshore has been enhancing the quality of life, well-being, dignity and independence of Canadians since 1966. All our caregivers are bonded, insured and supported by a nurse, 24/7.

**bayshore.ca**



QUEEN ELIZABETH HOSPITAL



PRINCE EDWARD ISLAND

[www.healthpei.ca/qeh](http://www.healthpei.ca/qeh)