

## It's okay to ask!

If you have questions about your care plan during your stay in Specialized Geriatric Services, it's okay to ask us so you can make informed decisions!

Any member of your care team would be pleased to explain your medical treatment or procedure if you have questions.

### Medication

If you are coming from home, please provide a complete list of your medication and bring in all medications currently being taken, including all prescription medication, over-the-counter medication such as acetaminophen, ibuprofen, ASA, herbal/natural products, eye drops and creams. We will also need your pharmacy name and phone number so we can review all medication.

**What do you do if equipment (wheelchair, lift, etc.) needed for yourself or your family member is not working?**

Do not attempt to fix anything yourself or try to use it if it is broken. This equipment requires a trained technician. Please inform our staff of your concern.

## Location

Geriatric Rehabilitation Unit (5AN)  
(519) 685-4006

Musculoskeletal Rehabilitation Unit (5AE)  
(519) 685-4004

Parkwood Institute  
Main Building  
550 Wellington Road  
London, ON N6C 0A7

[www.sjhc.london.on.ca/specializedgeriatrics](http://www.sjhc.london.on.ca/specializedgeriatrics)

### Discharge

As you prepare to go home, feel free to ask as many questions as you like - we want you to feel comfortable and understand what to expect.

Your care team will work with you to develop a discharge plan, which includes a recommendation form specific to your needs, i.e. appointments, equipment, medication changes.

Please let the team know if you have questions.

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[sjhc.london.on.ca](http://sjhc.london.on.ca)

Renowned for compassionate care, St. Joseph's is one of the best academic health care organizations in Canada dedicated to helping people live to their fullest by minimizing the effects of injury, disease and disability through excellence in care, teaching and research.

## Parkwood Institute

# Patient & Family Safety on our Inpatient Units



## Specialized Geriatric Services

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## Welcome to Specialized Geriatric Services!

Our goal is to ensure a safe stay on our unit for our patients and their family members.

We want to work with you to be sure that happens.

This brochure outlines our safety strategies.

Please let us know if you have any questions or concerns.

## Visitors

Visiting hours are from 11:00 am - 8:30 pm.

For the health of our patients, volunteers and staff, please do not visit if you are feeling unwell.

Please check with the nurse before bringing any food or beverage to patients as they may have diet restrictions.

Please observe our fragrance-free and no latex policies. (No helium or poinsettias)

As part of our role in promoting a healthy community, and to better support those we serve, St. Joseph's is a smoke-free organization. Smoking is not permitted on hospital property, including parking lots and the parking garage. Those who wish to smoke must do so off hospital property.

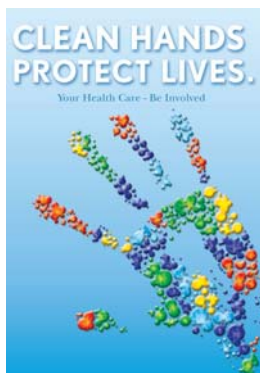
Good hand hygiene is the single most important factor in preventing and controlling the spread of infections. Disease-causing bacteria can frequently be found on our hands.

Look for our waterless hand cleansers with the red tab.

### *When should you clean your hands?*

- Upon entering and exiting Parkwood Institute
- Upon entering and exiting 5AE and 5AN
- When entering/exiting a patient's room
- Before and after eating
- After using the washroom
- After sneezing or coughing
- Going to/from roommates in patient rooms

Don't assume – ask your care provider (nurse, doctor, or other health care worker) if they have washed their hands before they provide care to you or your loved one. Hand hygiene is everyone's responsibility. It's OK to ask others if they've cleaned their hands!



## Shoes

Proper footwear is important in preventing falls. Please ensure that you bring proper footwear for your stay in Specialized Geriatric Services.

We suggest that you bring comfortable, practical shoes. Flat-soled shoes with full heel support and nonskid soles - sneakers (velcro or laces) are the best. If you like to wear slippers, they should fit properly with a full, closed-in heel and not be out of shape or loose.

## Clothing

For ease in dressing, please bring stretchy loose-fitting clothing (pull on/off and pull up/down) works best. Pants rather than skirts or dresses are recommended for female patients. Two or three changes of clothing is beneficial.

## What should you do if you fall or if you see someone else fall?

If you fall, do not move until help arrives. If you see someone else fall, do not move that person until a nurse or physician has completed an assessment.

Our falls prevention and management protocols ensure that the health care team identify and assess clients at risk for falls and implement individualized prevention strategies.