

2021-2022
Patient Information and
Client Services Directory



Welcome to the Hanover & District Hospital

Thank you for using the Hanover & District Hospital (HDH). It is our privilege to be of service to you. HDH is committed to quality care and your safety is our first priority; after all you are the most important member of our health care team.

This directory is to provide you with information about the hospital and provide important information related to what you or your visitors can expect here as a patient in our health care organization.



From this booklet you will realize we have an entire patient care team here to care for you. We encourage you, the patient, and your family members to be actively involved in your health care journey. Please ask questions when you or your family do not understand.

As you go about your experience here at the Hanover & District Hospital, you too can take pride in knowing that your unique contributions add to our positive impact on the staff and lives of many patients and their families who travel through Hanover. We want to learn from your experience and we value your opinion, so please feel free to share.

Once again welcome to our great organization and best wishes to you for a successful recovery.

Sincerely,

A handwritten signature in black ink that reads "Dana Howes".

Dana Howes, RN, MScN
President and Chief Executive Officer

MISSION

Providing Exceptional Care



ENABLERS

Communicate • Educate • Lead • Innovate • Advocate

VALUES

Integrity • Compassion • Collaboration

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About Hanover & District Hospital

The Hanover & District Hospital provides a full range of primary care hospital services and selected secondary care services to the population of Hanover and the surrounding rural municipalities.

The original hospital was established in 1923 and a new acute care hospital was built in 1973. It is a state of the art facility with a 24 hour Emergency Department.

The Hospital's vision is to be an innovative health care network and its primary goal is to achieve organizational excellence, in-patient safety and care closer to home.

The services provided include: two state of the art Operating Rooms, Day Surgery, Family Birthing Unit, Emergency Department, Specialist Clinics, Medical/Surgical In-patient Unit, Special Care Unit, Palliative Care, Hemodialysis Unit, Rehabilitation Services, Laboratory Services, and Diagnostic Imaging.

Other services located within the building include: Home & Community Support Services (HCSS), Hanover Family Health Team, Chaplaincy Services, Victorian Order of Nurses (VON), Diabetic Education, South West Local Health Integration Network Home and Community Services (SW LHIN) and Outpatient Mental Health.



Partnering for Excellence in Rural Health Care



Our vision speaks to our desire to provide exceptional care for our patients and their families. Our vision also depicts our commitment to partnering with other health services providers in Grey Bruce area to ensure that patients receive the care they need and deserve.



We will focus on strengthening relationships with health care providers in our immediate and surrounding community as well as with patients and their families to ensure we are providing care that is responsive to and addresses the needs of the community.


Your Rights & Responsibilities

YOUR RIGHTS

We will...

- ▶ Treat you with **COURTESY** and **RESPECT**

- ▶ Participate in **MAKING DECISIONS** about your **CARE**


• Case Conference
- ▶ Ensure **PRIVACY**

- ▶ Provide **SAFE CARE**







YOUR Hospital

HDH
HANOVER DISTRICT HOSPITAL

YOUR RESPONSIBILITIES

We will...

- ▶ Show **RESPECT** towards staff

- ▶ Share **INFORMATION** with us

- ▶ **ASK** questions


Satisfaction Survey

You may receive a patient satisfaction survey prior to leaving the hospital. Please take a few minutes to complete the survey and provide your feedback. Your opinion is important to us as we continually try to improve services for our patients and their families.

Ethics Committee

Any patient, staff or family member can request the assistance of the ethics committee simply by asking to speak to an ethics committee member. If you wish to be assisted by the ethics committee, please ask your Health Care Provider.

The Ethics committee provides a forum for exploring concerns about your rights, responsibilities and attitudes surrounding ethical problems. The committee provides policy guidance, education, and recommendations for the resolution of ethical concerns.

Patient & Family Advisory Committee (PFAC)

What is the Role of a Patient Advisor?

The role of a Patient Advisor is to work in partnership with Hanover & District Hospital (HDH) to provide high quality care and excellent experience by integrating the patient and family/caregivers point of view and experience into service and quality improvements.

A Patient Advisor may be part of one or more of the following groups;

Patient & Family Advisory Committee is the steering committee for the Patient and Family Advisory Program at HDH. Members of the committee serve a two year term with the option to renew.

Unit Based Committees are a division of the Patient & Family Advisory Committee and allow advisors to assist with projects in specific departments, including Acute Care, Emergency, Family Centered Birthing Unit and Surgical Services.



Become a Patient & Family Advisor

Your Voice is Important to HDH



Strategic Program Committees and/or Focus Groups: Patient Advisors are involved in the Professional Practice and Patient Safety regular meetings. They will also be asked to work with teams on various projects to enhance patient and family centered care throughout the hospital.

If you are interested in applying and meet all the criteria above you can download an application form from our website under the “Volunteers” section.

Safety

At the Hanover & District Hospital, safety is a priority for both patient and staff members. To help keep you safe, safety signs are posted throughout the Hospital for a reminder.



Balloons: Latex balloons are not permitted in the hospital, as some people can have severe allergic reactions to them. Mylar balloons are welcome.



Catch a Falling Star Program: Preventing falls is everyone's responsibility. At the hospital, we place a falling star on the doorway and a yellow wristband on the patient's wrist to identify patients who are at risk of falling.



Cleaning: Keeping you safe means keeping the hospital clean. At the hospital we have a rigorous cleaning schedule, and you will see our cleaning staff frequently in your room and elsewhere in the hospital.



Fire Exits: Exits are clearly marked. Do not attempt to use the elevator during an alarm/drill. Please stay where you are until the ALL CLEAR announcement is made, or as directed by staff.



Hand Wash Stations: While you are visiting the Hospital, we encourage you to use the hand sanitizers conveniently located throughout the building and at each entrance. Please wash your hands before entering a patient room and when leaving.

Washing Your Hands...

Washing your hands is one of the best defenses for preventing and controlling the spread of infection to you the patient. Before a physician, nurse, or any other Health Care Provider is in contact with you, we would like you to ask them "Did you wash your hands?"



Patient Safety Boards: At each bedside, there is a white board that provides key information for you and your Health Care Provider. Please do not write on these boards. If you have any questions about the information on the board, ask your Health Care Provider.



Blood Clot Screening: Sometimes when you are in the hospital, you are in bed a lot. Some people may have a risk of developing blood clots. To protect you from this, your Health Care Provider may provide preventative treatment as needed.



Smoke-Free and Tobacco-Free Property: To protect the health and safety of our patients, staff and visitors, Hanover & District Hospital is a Smoke-Free and Tobacco-Free Property. Thank you for your cooperation.

Safety (Continued)

Two Patient Identifiers: Every time, before we give you a medication or a procedure, we will ask you to identify yourself twice for example your name and date of birth. This is important to keep you safe.

Assisting Patients: If you wish to assist the patient, please discuss this in advance with the nursing staff. If assisting with walking, ensure the patient has appropriate clothing and footwear. Ensure that medical equipment and furniture do not interfere along the path of travel. Report any spills on the floor and ensure the lighting is adequate.

When you have Concerns

We hope your stay with us was a pleasant as possible. If you have any concerns about your care, please contact the Patient Care Manager at 519-364-2340 Ext 236.



Patient Safety/Risk Management

We are committed to a culture of patient safety where inpatients, families and Health Care Professionals feel supported and empowered to keep the Hanover & District Hospital safe for all. The Patient Safety/Risk Management Committees' major goal is to improve safety and develop systems to support staff and patients.

During Your Stay

Patient Accommodation

Residents of Ontario are covered by OHIP and are entitled to standard unit care (three beds in one room). You may choose to upgrade your room to:

- Semi-Private (two beds in one room)
- Private (single room)



If you prefer a semi-private or private room, it is important to realize that **you may be billed for the difference, depending on your insurance coverage**. Check with your insurer before you arrive if possible.

Every effort is made to provide you with the appropriate accommodation, private, semi or ward room. **If your choice is unavailable, you will be moved when a suitable bed becomes available.**

Alternate Level of Care (ALC) Co-Payment

Should your physician determine you no longer require acute care treatment at this Hospital and are awaiting transfer to a long term/chronic care facility, you will be charged the same daily rate as would be applicable in a long-term/chronic care facility. This will be discussed with you, should the need arise.

Living Wills/Power of Care

If you are admitted as a result of an accident or a prolonged illness where treatments may not result in full recovery, or which could lead to death, we want to make sure we follow a course of treatment which you fully understand and approve of.

You may wish to discuss this with your physician or nurse to make sure your wishes are respected. If you have already signed a living will, advance directive or similar document, we encourage you to provide the hospital with a signed copy on admission. This will ensure that your wishes are known.



Interpretation Services

You may request an interpreter for yourself or a family member. If you need an interpreter, please tell your Health Care Provider.

Patient Education and Inquires

Services:

- Teleconference equipment available for Hospital use
- Video Conference equipment available for Hospital use

Contact Information: Administrative Assistant and Human Resources Coordinator – 519-364-2340, Ext. 233.

Privacy

Hanover & District Hospital will protect your personal health information and keep it safe and secure. Your personal health information will only be used in compliance with the Hospital's Privacy Policy, which you may ask to see.

When you are admitted you will be given a number which you can give to your family to use for inquiries. When they call they will be asked for the number. Without that number, no information/condition update will be given.

Patient Confidentiality

There may be times when you overhear a conversation between a roommate and the physician and/or Health Care Provider. We ask you to respect the confidentiality of others.

If you wish to learn more about how your personal health information will be used and the security measures being taken to keep your information safe and confidential, please contact our Privacy Officer. 519-364-2341, Ext. 214



Spiritual Care/Chaplaincy Program

Hours of Operation and Services:

- An On-Call Chaplain is available 24 hours a day for urgent pastoral care needs. The On-Call Chaplain can be reached by calling Switchboard “0” and they will page the Chaplain.
- A Day Chaplain is available several days a week and will offer support according to the faith of the patient. You may request a Day Chaplain visit by asking your Health Care Provider or the Day Chaplain while he/she is on site if you would like a visit.
- Spiritual Care Resources, including books, sacred texts, and bibles are available in the Patient Care Library.
- Community clergy and faith leaders come into the Hospital to visit members of their congregations. The Day Chaplain can help to connect you with a community clergy if you request.

Telephones

Patient phones are available in each room with no charge for local calls. Hearing impaired phones are available upon request.

Televisions

Personal televisions are available upon request. A daily rate will apply. Televisions are owned and operated by the Hospital Auxiliary volunteers.

Visiting Hours

Visiting restrictions have been put in place in response to the COVID-19 pandemic. These restrictions will be relaxed in a careful and gradual way. Look for the most current guidelines for visitors on our website in the COVID-19 section as these may progress/regress throughout the pandemic.

Normal visiting hours on all units are from 8:00 a.m. to 6:30 p.m. and from 7:30 p.m. to 10:00 p.m.

- Patients admitted to hospital may have two (2) visitors at a time. Exceptions may be made on patient need.
- In our Emergency Department each person may be accompanied by one (1) person.
- One (1) adult may escort a patient for scheduled appointments, tests, out-patient procedures or treatments.
- Visitors may be asked to exit the room for nursing staff or physicians to provide patient care.

Special visiting arrangements can be made for pediatric patients, birthing families, patients receiving palliative care, or patients in the Intensive Care Unit.

Washrooms

Public washrooms are located in the COVID-19 Assessment Centre (main lobby) in the Emergency Department, and on the second floor behind the elevators.

Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Funding for this project was provided by the Ontario Ministry of Health and Long-Term Care

www.oha.com

OHIA Patient Safety Support Service

Preparing for Your Visit

Be Sure to Bring:

- Your Ontario Health Card (OHIP card).
- Supplementary insurance information.
- A current list of your medications including non-prescription medications. Some medication may not be available in the Hospital and we will request that you let us use them while you are here (i.e. eye drops, puffers, etc.)
- Personal items such as pajamas, rubber bottom slippers (no knitted slippers), robes and toiletries (including soap, shampoo, toothbrush and toothpaste).
- Eyeglasses and other aids such as walkers, if required.
- A small amount of money for incidentals.
- Personal electric razors and hair dryers can be brought with you but must be checked and approved by the Maintenance Department prior to being used.



**The Hospital is NOT responsible for lost or stolen articles.
You will NOT be reimbursed for missing articles.**

Do Not Bring:

- **Valuables:** Credit cards, jewelry, valuable papers and anything of high sentimental or monetary value.
- **Electrical appliances:** Your own electrical appliances are not allowed in the Hospital except electric razors and hair dryers. Battery-operated appliances are preferred.
- **Perfumes or colognes:** *"No scent is good sense."* Scented personal care products (i.e. perfume, after shave, etc.) can cause allergic reactions and respiratory distress for other patients, visitors and staff. Please do not use any scented products while you are a patient at the Hospital.
- **Pets:** Are not permitted at the Hospital unless part of an approved pet therapy program, or if they are a service animal recognized under the Hospital's Accessibility Standards for Customer Service policy.

Going Home

Discharge Time

You will be told your time of discharge. You will need to make arrangements for transportation home. Be sure to take all personal belongings with you including all medications. Supplies and devices such as crutches taken home with you must be paid for at Switchboard before you leave.



Transportation

Before you leave the Hospital you will need to arrange transportation home with family or friends. If you are unable to get transportation, the Hospital will help arrange transportation. You will have to pay for the transportation. Ask your Health Care Provider for help.

Discharge Planning

- The Health Care Team will assess possible discharge needs from the time you arrive as a patient.
- Questions regarding your health care will be answered before discharge.
- Prescriptions and follow-up appointments, if necessary, will be given on the day of discharge.
- Please arrange for transportation home once the physician has given you a discharge date.

Non-Compliance with Discharge Planning

The Hospital endeavors to make appropriate use of the Hospital beds. When your physician feels that you are ready to either go home or be transferred to another facility that can care for you, you will be required to leave. If you refuse to leave, you will be charged for your accommodation.

South West Local Health Integration Network (SWLHIN)

Home and Community Support Services

Is available and able to answer questions on home care services.

Contact: Patient Care Manager of Charge Nurse – Acute Care

Hours of Operation: 7:30 a.m. – 3:30 p.m., Monday – Friday

Services:

Provide assessment and assistance in planning for care after discharge to home

Provide information and assistance in choosing appropriate place to live after discharge (i.e. nursing home, lodge or other choices)

Provide in-hospital assistance with Advanced Directives and Living Wills

Home at Last (HAL) – VON Canada

HAL is a free settling service to facilitate an earlier discharge or unnecessary re-admission to hospital. Call to see if you are eligible for HAL services.

Contact: HAL Coordinator – 519-376-5895/1-800-265-3138 x 402

Hours of Operation: 8:30 a.m. – 4:30 p.m., Monday – Friday

Services:

Assistance with the discharge process

Transportation from hospital to home – accessible transportation can be arranged

Home Management – essential laundry, light housekeeping, meal preparation, home risk assessment

Errands – grocery shopping and prescriptions and/or medical supplies pick up

Arrangement of a complementary Meals on Wheels meal

Two follow up safety checks including assessment for links to community support services



Hospital Services

Greeter, Admitting and Patient Registration/Switchboard

As a COVID-19 precaution, upon arrival, you will be screened before entering the building by a greeter. Please wash your hands, watch your distance and wear a mask while visiting the hospital.

All patients admitted to the Hanover & District Hospital, having procedures/tests, or attending a clinic, must be registered. Patients are registered at the Out-patient Registration area which is located at the north entrance of the Hospital (by the Emergency entrance).

Patient Food Services

Your diet prescription is ordered by the physician. Patient Food Services staff will visit you daily, offering you several choices. We also have a Dietician available to answer your diet questions.

Food and Beverage Vending Services

A variety of food, hot and cold beverages are available on the main floor by the Auxiliary Gift Shop.

Hours of Operation: Healthy choices vending machine is available 24 hours.



Programs & Services

Specialty Clinics – Access to Care Close to Home

Hanover & District Hospital hosts a number of out-patient specialized physician clinics. Each clinic is equipped with the required equipment specific to each specialty.

Services:

Cardiac Rehabilitation	Ophthalmology
Endocrinology/Internal Medicine	Orthopedics
Nephrology/Renal Clinic	Orthotics
Nurse Initiated PICC Clinics	Pediatric
Obstetrics/Prenatal	Urology
Dermatology	



Diagnostic Imaging



The Diagnostic Imaging Department provides a variety of x-ray and ultrasound exams to service in-patients, out-patients and emergency patients. They perform approximately 18,000 examinations per year. Our professional team consists of Registered Medical Radiology Technologists, Registered Diagnostic Medical Sonographers and Radiologists. The department is all digital utilizing Picture Archive and Communication System (PACS technology).

Services:

- General Radiology (x-rays)
- Ultrasound
- Fluoroscopic Exams
- Computed Tomography (CT)
- Gastro Intestinal Tract
- Mammography
- Cardiac Echo



A partnership has been built with London X-ray Associates to provide Emergency and Relief coverage for our staff Radiologists. Exams are reported quickly and your Physician will receive a copy of the report usually within 24 hours. HDH is an approved Cancer Care Ontario Breast Screening Program site. A physician referral is not required and an appointment can be made through Registration if you meet the criteria.

All other imaging exams must be ordered by a Physician or Approved Health Care Professional.

Emergency Department

The Hanover & District Hospital has a 24 hour emergency service with a physician on-site. When you arrive you will be triaged within 15 minutes. Once triaged, patients are seen in order of severity of their illness, not on a “first come, first served” basis



Please Note: No medical advice or results will be given out over the phone.

For Health Information please contact:

Telehealth at 1-866-797-0000 or, Telephone Health Advisory Service (THAS) at 1-866-553-7205 for advice.

Family Centered Care Suites

Hanover & District Hospital has two Family Centered Care suites that have been designed to meet the complex needs of patients and their families. The rooms are designed to have a “home like” atmosphere for patients and their families, with a fully equipped family room attached to a functional patient room. The suites themselves are utilized by a wide variety of patients and their families from birth to palliative care.

Health Records

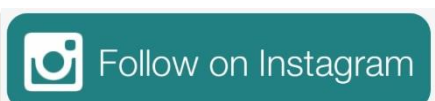
The Health Records department is responsible for maintaining the confidentiality, accuracy, integrity, and quality of client/patient information for Hanover & District Hospital.

Services:

- Processing of requests for client/patient information.
- Coding, abstracting and submission of clinical discharge data on in-patients and emergency patients to CIHI.
- Monitoring and improvement of data quality.
- Monitoring and compliance with chart content, completion and documentation requirements.
- Transcription service and scanning of health records.
- Chart assembly, filing, retrieval, tracking and delivery.
- Responds to inquiries and requests for copies of health record charts.
- Assists in protecting the legal interests of patients, facility and staff.



GET CONNECTED





Hemodialysis

The Hanover & District Hospital Dialysis Unit is a satellite of London Health Sciences Center. Our Unit offers hemodialysis for the clinically stable full care and self-care dialysis patient. All patients are assessed in London before using the Hanover & District Hospital Unit. Transient or vacationing patients are accepted after being approved by the Regional Center in London. The unit in Hanover is staffed by specially trained Registered Nurses and Dialysis Unit Assistants.

Infection Control

At the Hanover & District, we are committed to protecting the health and safety of our patients, visitors and staff. Patients who are sick are not able to fight off infections as easily as healthy people.

Hand washing is the best way to prevent infection. Please wash your hands; use alcohol hand wash available throughout the hospital when you arrive, after toileting, before meals, and before leaving.

Infection Control Guidelines for Visitors:

Visitors must read and follow the infection control guidelines posted at all entrances.

If an isolation sign is posted on a door, all visitors must report directly to the Nursing Station where they will be provided with instructions.

To Protect against the Spread of Infection, Visitors are asked NOT to:

- Use the washrooms in the patient's rooms – there are public washrooms throughout the Hospital.
- Share the patient's food or use any of their utensils, glasses or cups.

If a visitor is not feeling well, they should postpone visiting loved ones at the Hospital.

Intensive Care Unit (ICU)

Hanover & District Hospital has a two-bed ICU that contains specialized equipment and monitoring devices for seriously ill patients. Within the ICU, patients can be monitored using various methods including invasive monitoring methods. Patients can be ventilated for up to 24-hours in our unit. Patients who are cared for in the ICU will receive specialized care from nursing and medical staff.

Laboratory



The Laboratory provides a broad range of testing, both within the department and by referral to other Laboratory facilities. The Laboratory is accredited by Ontario Laboratory Accreditation and is located on the first floor of the Hospital beside Diagnostic Imaging.

The Lab is available to support in-patient and Emergency services on a 24/7 basis. In addition, the Lab supports out-patient services for Hanover patients (with Hanover & District Hospital requisitions) and all oncology patients.

Patients with an OHIP requisition can attend CML, a division of Life Labs, located next door at the Hanover Medical Clinic for service. Those patients from other hospitals should present at the hospital that issued the requisition for service.

Testing offered includes:

- Clinical Chemistry and Special Chemistry
- Hematology
- Transfusion Medicine
- Serology
- Cultures
- Anatomic Pathology including Cytology
- Cardiology testing, including Electrocardiograms (12 and 15 lead), Cardiac Loops and Holter Monitoring.



Our referral laboratories include the Inter-Hospital Laboratory Partnership Huron Perth Health care Alliance Stratford Site, London Health Sciences Center, LifeLabs and Public Health Laboratories.

Medical/Surgical Unit – Acute Care Program

Hanover & District Hospital has an active medical-surgical program that utilizes a multi-disciplinary approach to care. The Acute Care Unit offers 24 active in-patient beds that care for a wide variety of patients with surgical and medical health issues of all ages. The medical and nursing staff who care for these patients utilize a patient centered approach in providing care.

Baby Friendly Initiative

HDH is proud to participate in this initiative alongside Hanover Medical Associates and the Hanover Family Health Team. This program promotes educating families on infant feeding, while welcoming mothers to feel comfortable breastfeeding anywhere within our organization. A Baby Friendly Room is located on the second floor, in Room 226.



HDH Family Centered Birthing Unit

The HDH Family Centered Birthing Team is led by a group of physicians who utilize a team approach with nursing and allied health professionals to provide safe quality care for their patients. Utilizing this approach allows us to draw on multiple experiences and expertise while ensuring a seamless care plan. Our team of nurses and physicians meet weekly to review individual care plans for all prenatal patients attending the Family Centered Prenatal Clinic. Our Birthing Team regularly participates in ongoing training, education and skills review – constantly upgrading their knowledge of obstetrical and neonatal care. We are proud graduates from the internationally recognized MORE^{OB} program which has enable us to provide a high standard of care all while in a family like atmosphere.

Please take a few minutes to review what HDH has to offer you and your family and consider us to help grow your family.



- ❖ Large birthing suites with ensuite bathroom including labouring tub
- ❖ Kitchenette and family room located within the birthing unit with cable tv and free wifi available
- ❖ FREE prenatal classes with the Hanover Family Health Team
- ❖ Pre-registration tour of birthing unit 2-3 weeks prior to delivery
- ❖ Labour/Delivery/Post-partum care with 24 hours rooming
- ❖ Midwife friendly unit

**HDH
OFFERS**

- ❖ Breastfeeding support available by certified lactation consultant
- ❖ Epidurals available 24/7 along with other pain management options
- ❖ 24/7 emergency C-section coverage in state of the art surgical suites
- ❖ Security monitoring system in place for newborn safety
- ❖ Return follow-up visit within 48 hours of discharge
- ❖ Guarantee of a family physicians post-delivery for patients without a physician

Pharmacy

The Pharmacy is responsible for overseeing safe and effective drug distribution in the hospital for in-patients only and provides a source of drug information for health care professionals, patients and families. Medication counselling, discharge counselling and medication summaries are available on request. The Pharmacist is part of the multi-disciplinary team and routinely works with the team to review patient drug therapy ensuring the best possible treatment.

Pet Therapy Program

A certified therapy dog visits the in-patient unit on a weekly. The handlers will ask all patients if they would like a visit from the dog.



Surgical Services

At the Hanover & District Hospital we strive to be a surgical center of excellence with two state-of-the-art surgical suites furnished with innovative technology.

Hand washing is the best way to prevent infection. Please wash your hands; use alcohol hand wash available throughout the hospital when you arrive, after toileting, before meals, and before leaving.

Surgical Services provides a range of general and dental surgeries for both in-patients and out-patients.

On call service for emergent cases from the Operating Room and Emergency Room.

Endoscopic and laparoscopic procedures including C-Arm enhanced laparoscopic procedures.

Care provided by physicians, surgeons, anesthetist, and highly skilled nurses.

In-patient Services:

Same day admission

Pre and post-surgical care of patients

Out-patient Services:

Pre and post-surgical care of patients who go home the same day of surgery.



Diabetes Education Program

Contact: 519-364-2341, Ext. 392

The Hanover & District Hospital offers support to those with diabetes through a partnership with Diabetes Grey Bruce. Diabetes Grey Bruce is the regional team of Registered Nurses, Registered Dietitians and a Nurse Practitioner who offer support, education, and treatment options for those living with diabetes and for those at risk. These services are provided free of charge and do not require a physician's referral.

Rehabilitation Services

Rehabilitation Services operates Monday to Friday providing services to in-patients. A Registered Physiotherapist provides a range of therapies. We offer assessment of physical problems of cardiopulmonary, orthopedics and musculoskeletal nature. If you are in the hospital and are in need of Rehab Services, your physician will order these services and the physiotherapist will visit you in your room to organize the therapy.

Cardiac Rehabilitation Program

Who we are:

The Cardiac Rehabilitation Program is a collaborative effort between the Hanover & District Hospital, Hanover Family Health Team, Diabetes Grey Bruce and St. Mary's General Hospital Cardiac Rehabilitation Program.

What is Cardiac Rehabilitation?

The Cardiac Rehabilitation Program is a virtual education and exercise program for adult patients who have experienced a cardiac event such as heart attack or some other form of heart disease. The program is designed to assist patients to improve their heart health and well-being.

Cardiac Rehabilitation is modelled on the evidence based St. Mary's "Hearts in Motion" program, allowing patients to receive the same high quality education without having to travel. Your health care provider must refer you to this program. The program includes virtual education sessions on healthy eating, medications, stress and anxiety management.



Clinical Pathways

Clinical Pathways are based on best medical practice known; they clearly describe the essential activities and treatments your physician wants for you during your hospital stay. These guidelines are called "paths" because they outline the patient's journey or path through their stay in the hospital from admission to discharge and home.

For most of these Pathways, we have also developed "patient pathways" for you and your family. These outline what you can expect during your stay, including information about your condition, what to do after discharge, along with tips about caring for yourself in order to stay as healthy and safe as possible. "Pathways" are consistent throughout the Grey Bruce Region.

Auxiliary

Volunteers are important resources within our health care community. The donation of time to those in need can go a long way in helping to provide safe quality care to patients and families within our community. Adults and students from all walks of life find personal fulfillment in helping others.

Gift Shop: The Hospital Gift Shop which serves patients, staff and visitors is managed by volunteers and through its operation supports the Hospital with monetary donations, building maintenance and equipment purchases. The Gift Shop features stamps, snacks, and beautiful gift items along with offering no tax on customers purchases. **The gift shop is temporarily closed due to COVID-19** but normal hours of operation are;



Location:	Main Floor
Hours of Operation:	
Monday to Friday:	10:00 a.m. – 4:00 p.m.
Saturday:	2:00 p.m. – 4:00 p.m.

Please note, the times may vary slightly, the gift shop is managed entirely by volunteers.

Information Desk/Greeter: A resource center that provides directions and assistance to patients and families.

Specialty Clinic: Help with patient flow through the clinic area to help ease the anxiety of a hospital visit and provide a warm and caring atmosphere.

Additional Auxiliary Opportunities are available as well and include the Emergency Department, Patient Support, Pet Therapy, Day Surgery/Lab Greeter, Special Event Planning/Fundraising, Volunteer Executive and Television Services. For more information on these positions please visit the Volunteer section of our website.

Would you like to Volunteer?

If you are interested in volunteering, please contact the Human Resources Administrative Assistant at 519-364-2341, Ext. 233 for details or visit the volunteer section of our website for more information.

Hanover & District Hospital Foundation

The Foundation, incorporated in 1989, is the fundraising arm of the Hanover & District Hospital. Its primary goal is to raise funds that improve the quality of services and equipment offered to, and used by our patients. Successful projects include: an ultrasound machine, newborn equipment, a Medical Day Hospital addition, emergency and ambulatory equipment, electronic beds, nurse call system, three palliative care rooms, and operating room equipment.

The Hanover & District Hospital Foundation is an active organization with a volunteer board of directors that is proud to have strong community support for many events throughout the year. Contact us if you are interested in being part of our dedicated group of volunteers.

Fundraising Activities:

Annual CKNX Radiothon

Be a part of the annual fundraiser in partnership with CKNX Radio - by calling in. The event takes place the first Saturday in October.

Christmas Ornament Campaign

Trim the tree of hope for many over the holiday season by purchasing an ornament to decorate our Hospital tree and we will honour the memory of a loved one or recognize a special staff member.

'Home for Christmas' House Tour

HDH Foundation welcomes you Home for Christmas. Tour local homes to gather ideas for your decorating while supporting local healthcare. Our VIP Night offers even more indulgences.

'Night at the Races'

Challenge our hospital employees to a sulky race in support of local healthcare. Food, games and a 50/50 Draw makes this event fun for the whole family!

Spring Appeal

Donate to your hospital during this campaign and see your dollars doubled thanks to a matching donation from Scotiabank.

The Garden of Fond Memories

There are many opportunities within the garden to dedicate to loved ones or to pay tribute to physicians, nurses and support staff. Stop by the Foundation office for more details.

The Biennial Gala

Support the hospital at our themed Gala taking place every second year which includes a silent and live auction, entertainment and networking.

Growing for Generations, Planned Giving Program

Leaving a gift to the Hospital in your will is a wonderful way to make a lasting impact.

Contact Information:

Hanover & District Hospital Foundation
90 7th Avenue, Hanover ON N4N 1N1
Foundation Coordinator: Angela Wainscott
519-364-2341, Ext. 203 | awainscott@hdhospital.ca
Charitable Registration Number: 126781442RR0001





Hospital Fit Trail

The Fit Trail is a 1.5 km track located on the Southwest corner of the Hospital property available to anyone wishing to participate in healthy activity. The trail and 10 fitness stations are fully accessible. The fitness stations are designed for novice and advanced participants and include required equipment and instructions. The Fit Trail was a staff initiative built and maintained by volunteers and donors.

Location & Parking

Address:

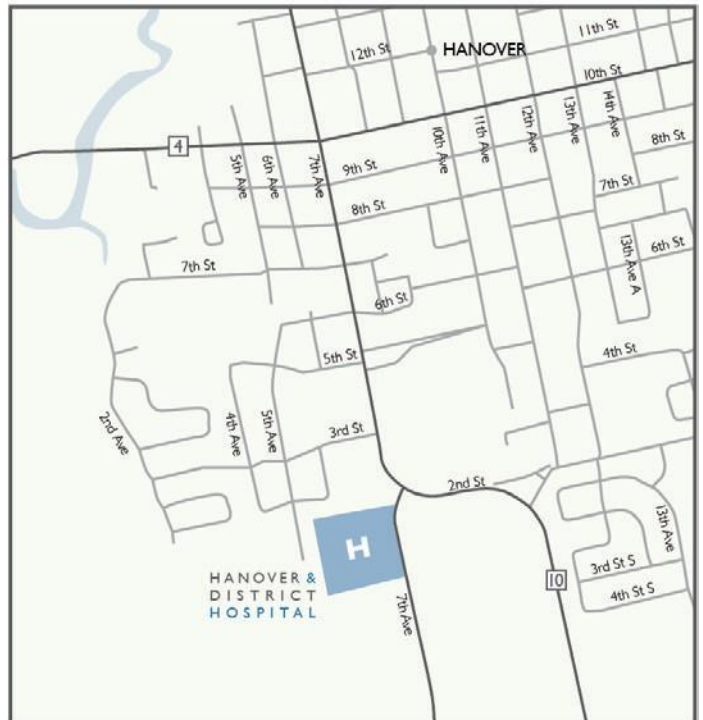
90 7th Avenue, Hanover, ON N4N 1N1

Phone:

519-364-2340

Website:

www.hdhospital.ca



Parking Options:

Free Parking is provided for the first 30 minutes. Public parking beyond 30 minutes will have a set rate of \$3.00 per exit.

On Site – Accessible – Monthly/Annual Passes Available. Contact Switchboard for more information on parking passes.

COMMUNITY SUPPORTERS

Hanover and District Hospital is extremely grateful to all of the following advertisers for helping to make this Directory possible.

Please note that an advertisement in this Directory does not imply an endorsement by Hanover and District Hospital.







www.hanoverhospital.on.ca