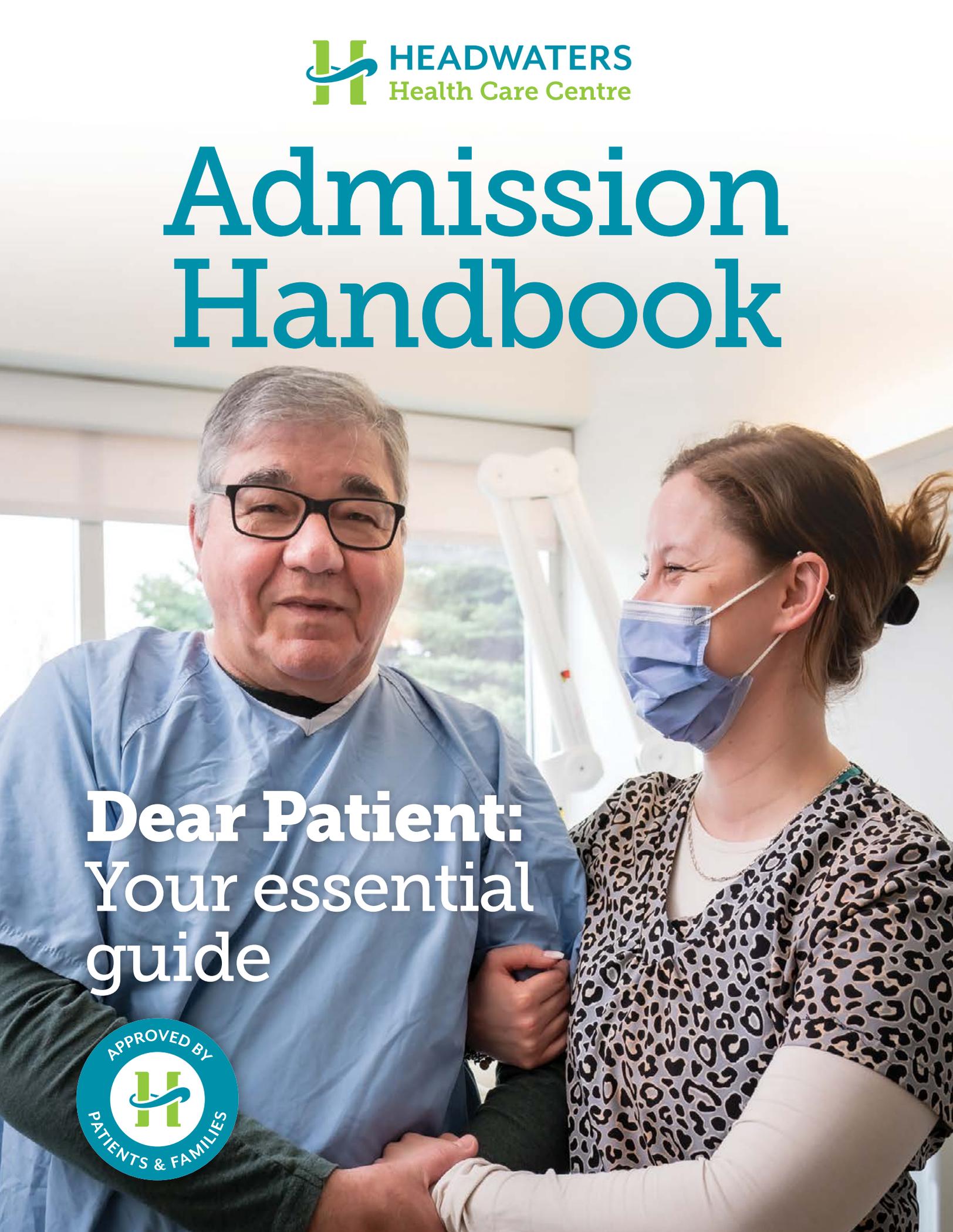


# Admission Handbook



**Dear Patient:**  
Your essential  
guide



# Message from Kim Delahunt, President and CEO

## Welcome to Headwaters Health Care Centre!

You should feel safe, comfortable, and well cared for when you come to Headwaters.

We hope this guide helps you prepare for your visit with us.

It can be stressful being in a place you do not know, especially when you are thinking about your health.

Everyone at Headwaters is committed to making your stay with us as safe and comfortable as possible.

Feel free to share this guide with others who may be supporting you on your health care journey.

We want you to feel confident and informed about everything that affects you while you are at Headwaters. Please ask a member of your health care team if you have any questions.



I hope you have a positive experience during your time at our hospital.

We welcome hearing from our patients, their family members, and caregivers.

Please contact our Patient Experience Office about your experience by sending an email to [patientexp@headwatershealth.ca](mailto:patientexp@headwatershealth.ca)

Sincerely,



Kim Delahunt  
President & CEO





# 1

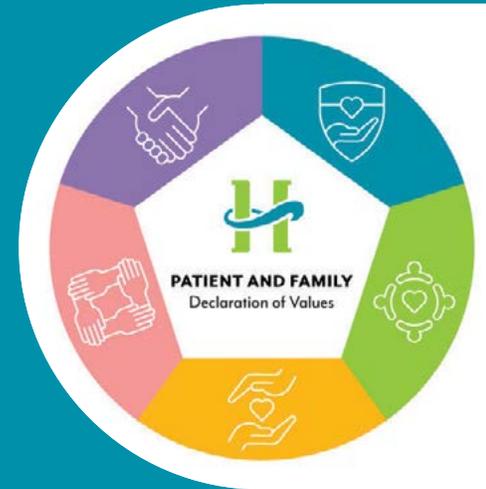
## Know your health team

Your health team health professionals at Headwaters Health Care Centre work in various settings includes various team members such as nurses, physicians, laboratory, diagnostic imaging, nutrition, activation therapy, occupational therapy, physiotherapy, respiratory therapy, laboratory, and many other fields. Staff working in these areas use their expertise in diagnostics, treating and rehabilitating patients of all ages and abilities to achieve optimal physical, mental, emotional and social health.

Your health team's goal is to help you, the patient. Depending on your health care plan, you may be consulted by some or all members of Headwaters' health team.

For assistance to read and understand this handbook, such as translation or a larger format, please contact the Patient Experience Office.

# How was your Headwaters experience?



**We want to hear from our  
patients, families and caregivers.**

Your feedback is highly valued. It helps us understand what we are doing well, and how we can improve on offering the best experiences.

Please speak with your nurse, health care provider or the manager of the area.

**Further assistance is available through  
Patient Experience.**

patientexp@headwatershealth.ca  
519-941-2410 x 2361

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Thank you for taking the time to speak with us.



# 2

## Understand patient safety and privacy

### Safety

Headwaters wants you to feel safe and secure while at the hospital – it is your right and our primary concern. Both you and your health team have roles to play in making sure your security and privacy are taken care of.

Your health team supports high-quality and safe care, using five key practices to improve staff and patient SAFETY.

### Patient identification

A wristband will be placed on you when you register at the hospital. It needs to remain on your wrist while you are in our care. Your health care

team will check the wristband and your identity before providing care or medications.

They will ask you for two pieces of ID that may include your name, date of birth and/or similar information.

### Privacy

We are committed to protecting the personal information you share with us. Any confidential information we collect, use or disclose in providing health care services is handled according to best privacy practices and complies with privacy legislation.

**S**

## Safe Environment

Please tell the hospital staff if you have any safety concerns



**A**

## Avoid Falls and Infections

- Be aware of slips and trips
- Clean hands protect lives, please wash your hands



**F**

## Family, Friends and Caregivers are important

They can help to listen and ask questions when you talk with your health care team



**E**

## Everyone needs to be identified

- We will ask you to tell us your name and date of birth
- All staff wear an ID badge



**T**

## Tell us about your health

Don't forget to include your current medications, symptoms and allergies



**Y**

## Your next steps

Ask your health care team about what you need to know and do when you go home





# 3

## Review your medications

### **Headwaters strives to prevent patient safety incidents involving medications.**

At admission, information on preventing patient safety incidents involving medications is provided and discussed with you and your family. The Pharmacy team will complete a Best Possible Medication History (BPMH) and speak with you to ensure accurate information about your current medications. To help us in this process, please provide your care team with a complete list of all the medicines you are currently taking, the dose, and how often you take them. Be sure to include herbal, dietary supplements, vitamins, or over-the-counter medications. You can bring in the medicines you are taking to help us compile the list. However, we kindly ask that you send your medicines home with your loved ones once a pharmacist team member has spoken to you. All medications that are prescribed for you will be supplied by Headwaters Pharmacy.

Please let us know if you have allergies or have any medication intolerances.

When administering medications, the health care team conducts the “rights” of medication administration: the right medication, the right dose, the right time, to the right person, with the right documentation, for the right reason, and with the right response.

A team member will always inform and educate you if they start, stop, or change your medication dose. They will document the discussion and give the highest priority to your or your family’s wishes. We want you to be involved in your care and become familiar with the medications your doctor has ordered. If you receive medication that looks different from what you usually take, please bring this to our attention and never be afraid to ask questions.

Headwaters uses smart infusion pumps that use dose-error reduction software to demonstrate our commitment to patient safety as part of our innovation strategies. Patients and families will be educated about the risks of tampering with the infusion pump.



# 4

## Access your health records

*my health care* patient portal is a secure, online patient portal that provides you, authorized friends, family members and caregivers access to your electronic health record anywhere, anytime, from our partner hospitals Collingwood General and Marine Hospital, Georgian Bay General Hospital, and Royal Victoria Regional Health Centre. You are able to view appointments, pre-register for upcoming appointments, see your visit history, review your results, access dictated reports and update personal information. Access my health care online [myhealthcareportal.ca](https://myhealthcareportal.ca), or you can download the free app on iPhone or Android from their app stores.

For any questions or assistance, please contact [PortalSupport@myhealthcareportal.ca](mailto:PortalSupport@myhealthcareportal.ca) or call 705-797-2955.



# 5

## Check hospital policies

### Visitor policy

Your family and caregivers are welcome to visit you while in hospital.

Please ask visitors to check with the nursing station if you have certain visitor restrictions based on your care plan.

### Mask policy

**Headwaters is committed to following the latest COVID-19 advice and guidance and this policy is subject to change. Please check our website for the latest guidance: [headwatershealth.ca](http://headwatershealth.ca).** Staff, caregivers and visitors will continue to have access to all PPE when required.

### Allergies

It is very important for your care and treatment that we know if you have any allergies/intolerances to drugs/medications, food, the environment or latex (rubber). This information always needs to be included in your health record to ensure your safety.

Please do not bring latex (rubber) products such as balloons into the hospital as they can trigger severe allergies.

### Scent-free

Our hospital is scent-free. With increased sensitivities and allergies to scents, please refrain from wearing perfumes and other scented personal care products.

### No smoking

Our hospital is smoke-free. We are committed to providing a safe and healthy environment for you and your loved one, our staff and volunteers. As part of our commitment, smoking is prohibited on hospital grounds – including cannabis and vapes.

### Infection prevention/ handwashing

Handwashing is the best way to stop the spread of germs. Please wash your hands when you enter the hospital building, before and after every contact with you, before and after eating, after using the washroom and when leaving the building. Foam hand sanitizers are located throughout the hospital to help with this.

Sometimes patients are placed on “Additional Precautions” to prevent the spread of their infection and keep patients and visitors safe. A sign indicating the extra precautions is placed on the wall outside of the patient’s room or on the curtain of their cubicle. Please ask a member of the care team for instructions before entering an area with this sign.

# 6

## Review Patient Rights & Responsibilities

Every patient is the most important member of the healthcare team. Knowing and understanding your rights and responsibilities will help ensure your relationship with your health care team is a good experience.



### Patients have the right to:

- Be treated in a way that reflects the Patient and Family Declaration of Values.
- Know who your health team is.
- Receive clear and easy-to-understand information about your health.
- Together with your family or caregiver, have a voice in your care plan that respects your preferences and beliefs.
- Confidentiality of your personal information.
- Receive a safe and timely response to your concerns.
- The choice to participate in research, and teaching opportunities.



### Patients have the responsibility to:

- Provide accurate health history, current medications and allergies.
- Participate in all decisions about your care plan while in the hospital and upon discharge.
- Treat others with respect.
- Respect the confidentiality and privacy of others.
- Follow infection control and safety policies.
- Express any concerns about your care or safety to your healthcare team.
- Keep appointments or notify the hospital of appointment changes.



# Know the Patient and Family Declaration of Values

It's important that we understand what matters most to you, through the Patient & Family Declaration of Values, which was created and co-designed with patients, family members and caregivers.



## Dignity + Respect

I value being treated in a way that honours my personal choices and respects my privacy.



## Quality + Safety

I value timely access to safe and high-quality care.



## Partnership + Communication

I value having a voice in my care and feedback from my healthcare team.



## Compassion + Empathy

I value being treated with kindness, patience and understanding.



## Equity

I value barrier-free care without prejudice or judgement.



# Join the Patient and Family Advisory Partnership

## Are you the next Patient and Family Partner?

Transform lived experience as a patient or caregiver into positive change for others in the hospital.

Patient and Family Partners (PFP) act as advocates to help ensure the voice of the patient is represented in decision making in the hospital.

### Their purpose is to:

- Promote respectful, effective partnerships between patients, families, and the healthcare team
- Increase understanding and collaboration between patients, families, and staff
- Transform the culture towards patient-centered care
- Improve quality, patient safety, and patient health outcomes
- Establish a link between the hospital and the community

### If you've been a patient or a caregiver over the past three years, we are looking for partners who can:

- Contribute the patient and family perspective
- Respectfully participate in group discussions to share ideas
- Able to maintain the confidentiality of our patients and organization
- Available to attend monthly PFP meetings

### Does this sound like you?

Complete an expression of interest today.



# 9

## Access support services

### For your comfort and convenience

- WiFi is available free of charge throughout the hospital. When choosing a network, select HW\_GUEST. A password is not required.
- Visitors can safely use mobile devices in public areas of the hospital such as waiting areas, cafeteria, lobbies and most patient rooms. Charging stations are available in the hospital; please ask for more information.
- Television services are available for a fee. Please speak to a member of your care team to purchase this service.
- Meals: The Nutrition Team provides three nutritious meals daily, which are delivered to patients for Breakfast: 8:00 – 8:20 a.m., Lunch: 11:50 a.m. – 12:15 p.m., Dinner: 4:50 – 5:15 p.m. The hospital cafeteria, vending machines, and Pulse Café are also open throughout the week. Located on the lower level, the cafeteria is open Monday to Friday from 7:30 a.m. to 2:30 p.m. Located on the upper level, the Pulse Café is open Monday to Friday from 8:00 a.m. to 5:00 p.m.
- Translation: Please let a member of your care team know if a language interpreter or an American Sign Language (ASL) interpreter is needed. Language interpretation service is available 24 hours a day, seven days a week for our patients, families and caregivers. We are also able to provide documents in other languages when needed.
- A bank machine/ATM is in the main lobby behind the information desk next to the vending machines.
- Gift Shop is located within the Pulse Café on the main level, and run by the Auxiliary volunteer team.





## Spiritual Care

Spiritual care is an important program that you and your family can access for encouragement, healing, coping and support.

The Multi-Faith Centre is open 24/7 to you and your loved ones for prayer, meditation and reflection. The Multi-Faith Centre is located on level 1, near the bottom of the staircase and the Spiritual Care Office.

In addition, our Spiritual Care team provides services that support all types of spiritual expression: religious practice, personal relationships, artistic creation, a connection to nature and more.

Ways to request a visit from a Spiritual Care volunteer:

- When admitted, let your nurse know you would like spiritual care during your stay.
- Ask a member of your care team to contact Spiritual Care on your behalf.
- Contact the Patient Experience Office at ext. 2709.

## Friendship Gardens

For the year-round comfort and beauty, the award-winning Friendship Gardens surrounds patient rooms with more than 20 gardens and 400 trees throughout the hospital grounds. Supported by dedicated volunteers who work the gardens and grounds, and people and business who donate product or labour, Friendship Gardens is an oasis for you, your loved ones, staff and volunteers.

Access the Friendship Gardens from 6:00 a.m. to 11:30 p.m.

## Patient Companion Program

Headwaters Auxiliary volunteers provide valuable support to you and our staff in a friendly, compassionate, and supportive environment.

Volunteers in the Patient Companion Program visit patients, encourage participation in activities, assist at mealtimes and provide support to you and your family. They are available to visit you every day of the week from 8:30 a.m. to 12:30 p.m. and 12:30 p.m. to 4:30 p.m. To request a visit from a Patient Companion, contact Patient Experience at ext. 2361.



# 10

## Get ready for discharge

### Preparing to leave the hospital

Although you've just arrived at the hospital, it's not too early to think about your smooth transition and recovery at home. Your healthcare team will give you an estimated discharge day to start planning. Discharge planning is when you, your loved ones and your healthcare team identify what is needed for you to safely return home or back into another setting in the community, for your continued recovery. Then, when it's time to leave the hospital, you, your family members or caregivers are prepared and know what to expect.

#### To ensure a smooth transition back home from the hospital, consider the following:

- Do you have concerns about falls at home?
- Is there medical equipment you will need to arrange or purchase, such as mobility aids?
- Will the stairs at home be a challenge?
- Do you have any concerns about transportation back home?
- Are there skills you'll need to learn to take care of yourself?
- Does your family or caregiver understand your care needs and how best to support you?

It's important to discuss these questions with your health care team. Please let us know how we can help you prepare to return home.

You may also request a family meeting with your health care team and loved ones to ensure all support is in place and patient needs are met prior to leaving the hospital.

Please remember to take all personal items with you after leaving Headwaters.

### Medical bills

If you live in Ontario and have a valid health card, most of your stay will be covered by the Ontario Health Insurance Plan (OHIP). If you have an outstanding balance, please process your payment online: [headwatershealth.ca/Resources/Pay-Your-Bill-Online](https://headwatershealth.ca/Resources/Pay-Your-Bill-Online)

### Other ways to pay your bill

- **In person:** our Patient Accounts office is located in the Joan and Paul Waechter Welcome Centre (main lobby of the hospital). Open Monday - Friday 8:30 a.m. - 3:30 p.m. (closed for lunch from 12:00 p.m. - 1:00 p.m.). Payments can be made after hours at Switchboard.
- **In person:** at major Canadian banks
- **By mail:** Patient Accounts, 100 Rolling Hills Drive, Orangeville, Ontario, L9W 4X9
- **Over the phone:** (519) 941.2410 x2202



# Headwaters Health Care Foundation



## Giving today for a healthy tomorrow.

Headwaters Health Care Foundation provides funding that makes the greatest positive difference for patients, and those who love them. Whether for top priority equipment, nursing education scholarships, or hospital renovations, all donations have a direct and meaningful impact on the hospital's ability to provide the care you need with the compassion you deserve.

To learn more: [www.hhcfoundation.com](http://www.hhcfoundation.com)



## The Heart of Headwaters

The Heart of Headwaters program is a meaningful way you and your family can express your gratitude for the care you received at Headwaters Health Care Centre. Your donation can honour, thank and recognize an individual staff member, physician, or volunteer with a Heart of Headwaters.

Those honoured with your donation are recognized on hospital internal news channels. They are also awarded a Heart of Headwaters pin for their lanyards or scrubs.

When donating, we encourage you to include a special message to the person you wish to recognize, including their name. You may also wish to provide a brief description of your experience in the 'comments' section of the page. The person you are honouring will then receive a letter of recognition and a pin to proudly display.

To donate to the Heart of Headwaters program, please visit







100 Rolling Hills Drive Orangeville, ON L9W 4X9

Phone: (519) 941-2410

Website: [headwatershealth.ca](https://headwatershealth.ca)

Social media: @HeadwatersHCC

