



GRAND ROUNDS

Whenever we greet patients and visitors at Renfrew Victoria Hospital, we ask them a few standard questions. Some of you have been asking why we've adopted this greeting routine. In this issue of Grand Rounds, we'll share our answers to your most common questions.

Q. What questions will I be asked when I arrive at the hospital?

A. When you come to the desk to register, whether it's in emergency, at the ambulatory care clinic or elsewhere in the hospital, you will be asked some simple questions to confirm your personal information. These three questions are an important tool to make sure that we have your individual information, now that we are using computerized records and sharing information with other hospitals' databases. The questions you will be asked are:

- What is your mother's maiden name?
- What is your father's first name? and
- What is your maiden name?

In addition to these identifiers, you will also be asked a couple of basic questions about your health:

- Have you had a fever or chills within the last 24 hours?
- If so, are you experiencing a new cough or shortness of breath?

Q. Why are these questions asked?

A. Since SARS, health care providers have been on alert for any signs of a new contagious illness. The goal is to stop the disease in its tracks before it has a chance to spread. These screening questions have been identified as the best practice guidelines for Ontario health care institutions.

Q. What happens if I answer "yes"?

A. You will be asked another question, about whether you have traveled outside of Canada in the past two weeks. If you answer yes again, staff will visit the Health Canada website to see if there are alerts posted from the region where you traveled. If so, public health will be notified of your screening results.

Q. Will I be asked to do anything else?

A. If you have a cough, you will be asked to help us protect other patients and visitors. You may be asked to wear a yellow mask while you are in our waiting room, or to wait in an area away from other people. Staff will also wear a mask when providing any care that requires close contact, so that they do not become infected themselves or carry the infection to others.

Q. What can I do to reduce the risks?

A. If you are visiting, please delay your visit if you are not feeling well. If you are

seeking medical care yourself, please use good hygiene practices. Cover all coughs and sneezes with your hand or a tissue, and then wash your hands at the nearest gel dispenser. Coughing into your sleeve at the inside of your elbow is also good practice that reduces the risk of passing illness along through contact with others.

Please note: These screening practices have been put in place at RVH to help us provide good health care in the safest possible environment. We appreciate your help in caring for yourself and those around you.



Patient Janice Krause, left, receives a tissue and a sympathetic greeting from Heidi Wallace, medical secretary in RVH's diagnostic imaging department.