



PATIENT DISCHARGE INFORMATION

RVH PATIENT DISCHARGE INFORMATION

It is normal to feel a little anxious or nervous about being discharged from the hospital. At Renfrew Victoria Hospital we are committed to ensuring that you are informed about your diagnosis, that your medication changes have been explained to you and that you receive adequate discharge teaching to help ease the transition from hospital to home. Remember when you go home to balance exercise with rest periods, to eat a healthy diet as advised by your doctor and to seek out medical attention if you have concerns.

This information booklet includes patient information that you will want to review upon being discharged from the hospital. It includes important contact information as well as educational materials that you and your family may find helpful. Your nurse will provide you with this booklet and will direct you to items in this booklet that are pertinent to your healthcare concerns.

We wish you all the best upon your discharge and in the rest of your recovery.

After your discharge you may receive a survey in the mail inviting you to tell us about your stay.

We appreciate your feedback and look forward to your comments. Your opinion matters to us!

Please make sure to complete your survey and let us know your thoughts about your stay.

FOLLOW UP

You have a follow up appointment with Dr. _____

at _____ on _____.

You need to make a follow up appointment with Dr. _____

in _____ days/weeks.

DANGER SIGNS TO WATCH FOR

Chest Pain

- ✓ **If you experience chest pain this is a medical emergency, call 911 to return to your nearest Emergency Department. Take your medications with you to the hospital!**
- ✓ If you have been diagnosed with a health condition such as angina, your doctor may give you a prescription for Nitro spray for when you have chest pain. If you are ordered Nitro spray for chest pain your nurse will instruct you on the proper way to use your Nitro spray prior to discharge. To use your Nitro spray – spray one (1) spray directly under your tongue and wait five (5) minutes. If your chest pain is not resolved you may repeat this procedure up to three (3) times. If your chest pain does not disappear after using your Nitro spray three (3) times over fifteen (15) minutes, **call 911**.



Shortness of Breath

- ✓ If you experience shortness of breath or difficulty breathing this is a medical emergency, **call 911** to return to your nearest Emergency Department.
- ✓ Take your medications with you to the hospital!



Abuse

- ✓ If you feel that your home situation is an unsafe environment and that you need help, please know that you are not alone. Help is available in a confidential and discreet manner. Please call **1-800-663-3060** for assistance.

RECOVERING FROM SURGERY

- ✓ If you are recovering from surgery, you may be concerned about developing an infection in your incision or in your blood.
- ✓ Taking the proper steps to prevent an infection is important, but doing all the right things after surgery doesn't guarantee that you will be infection-free.
- ✓ In the first few weeks after surgery, inspect your incision daily for signs of infection.
- ✓ You may also want to take your temperature daily, preferably at the same time of day, to identify an infection earlier than you might otherwise.
- ✓ If you do develop an infection or suspect that you may have an infection, it is important that you are able to identify it right away. That way your doctor can provide antibiotics and any other therapy that are necessary to prevent the infection from spreading.
- ✓ If your doctor has ordered you to have antibiotics at the time of discharge it is important to take your antibiotics as prescribed and that you finish the entire course of treatment.

GENERAL SIGNS AND SYMPTOMS OF INFECTION

- ✓ **Malaise (feeling weak/tired)** - One of the most common symptoms of a systemic infection, or an infection that is moving through your body, is that you will feel tired and lacking in energy. You may sleep more than usual, or not feel up to doing your normal activities. These feelings are also common for patients who are recovering from surgery who do not have an infection. The difference is that when recovering from surgery most people feel a little better each day, rather than feeling better for a few days then suddenly feeling exhausted and lethargic as can happen with infection.
- ✓ **Fever** - A fever is often accompanied by feeling chilled. A fever can also decrease your appetite, lead to dehydration and a headache. A low-grade fever (100° F or less) is common in the days following surgery, a fever of 101°F or more should be reported to your doctor.

PREVENTING DEEP VEIN THROMBOSIS (DVT) & PULMONARY EMBOLISM (EB)

What are Blood Clots?

- Normally, blood flows easily through your blood vessels. However, if a blood vessel becomes damaged or if the flow slows down or stops, a clot can develop and form a 'plug'. Why does this happen? When an injury occurs, the body creates blood clots to prevent major bleeding, for example, in the case of a cut. Sometimes a blood clot forms even when there has been no injury. A clot can form in an artery or vein changing the speed of blood flow or even blocking the flow entirely.
- When a blood clot forms deep inside a vein in your body, usually in the lower leg, it is called a **deep vein thrombosis or DVT** for short. Pain, redness, tenderness and swelling may occur around the site of the clot. However, some people have no symptoms at all.
- If a blood clot comes loose from the walls of the vein, it can travel through your bloodstream to your lungs. This is called a **pulmonary embolism (PE)**. If this occurs, it can cause symptoms such as light-headedness, sharp chest pain and shortness of breath. If the clot is large enough, the consequences can be very severe, including death.

When you are in the Hospital

- There are a number of steps your healthcare team can take to reduce your risk of DVT before, during and after your surgery or stay in the hospital. They will make sure that you have enough fluids so that you do not become dehydrated. They will also encourage you to move around as soon as you are able.
- If you are having or have had an operation, or if your doctor has determined you are at risk of developing a blood clot, your healthcare team may discuss therapy to help prevent blood clots (prophylaxis). They may also ask you to continue the therapy once you are discharged from the hospital.

- Depending on your risks you may be offered:
 - A drug known as an anticoagulant (a blood thinner) that prevents blood clots from forming
 - Anti-embolism stockings to help keep the blood in your legs circulating
- You should speak with your doctor or healthcare team about how to reduce your risk of blood clots.

Blood clot prevention starts with you.

Know your risks for a blood clot and share them with your healthcare team.

When you go home after your surgery or hospital stay

- If your risk of blood clots is high, your doctor will give you a prescription for an anticoagulant (blood thinner) to continue after you leave the hospital. However, for most patients, moving around and getting back to normal activities as soon as possible will be enough to reduce the risk of clots forming when discharged home.

Are there any signs I should look out for?

- There are certain signs to look out for after your surgery or hospital stay that may mean you have a blood clot. You should seek help immediately if you experience any of the following in the days or weeks after your treatment, especially after being discharged from the hospital.

Symptoms of a DVT

- Pain or swelling in your leg or calf
- The skin on your leg feels warm or is discolored (red, purple or blue)
- The veins near the surface of your legs appear larger than normal or you notice them more

Symptoms of a PE

- Sudden breathlessness or shortness of breath that cannot be explained
- Sudden sharp pain in your chest or upper back
- Light-headedness or coughing up blood (does not always occur)

Am I at increased risk of Blood Clots?

If you have any of these risk factors, speak with your doctor or a member of your care team immediately as they may affect your health care plan:

- A **trauma** or **injury** particularly to your legs
- **Hospital stay/bed confinement/immobilization:** you have been confined to bed for at least 3 days, or are unable to walk without help, or spend a large part of the day in bed or in a chair
- **Surgery:** you are having any operation or surgery taking longer than 90 minutes, or 60 minutes if the operation is on your leg, hip or abdomen (including hip or knee replacement)
- **History of blood clots:** either you or a close relative have had a previous DVT
- **Cancer:** you are receiving treatment for cancer (chemotherapy or radiotherapy), OR you have cancer which is not in remission
- **Cancer remission:** you have cancer that is in remission
- **Age:** you are over the age of 60, particularly if your mobility is poor
- **Blood disorders:** you have a blood disorder that affects how your blood clots
- **Chronic medical condition:** you have any long-term medical condition such as diabetes, inflammatory conditions (e.g. rheumatoid arthritis), and heart or lung problems
- **Overweight:** your body mass index (BMI) is more than 30
- **Pregnancy:** you are pregnant
- you are currently using **oral contraception** or **hormone therapy** that contains estrogen

Am I at increased risk of bleeding?

Anticoagulant medications are well tolerated. One of the common side effects is bleeding. If bleeding occurs, it can be managed by your doctor. If any of the following applies to you, please tell your doctor so it will be taken into account when choosing the best medication, or other options, for preventing a clot:

- you are taking **anticoagulant drugs** (i.e. Coumadin (Warfarin), Pradaxa or Xarelto)
- you are taking **medication** that affects blood clotting, such as Aspirin or Clopidogrel (Plavix), and some pain killers
- you have **haemophilia** or another known **bleeding disorder**
- you have a **low platelet count**
- you have a **past history** of major bleeding
- you have had a **stroke** recently
- you have very **high blood pressure**
- you have **severe liver or kidney disease**

Your health is your responsibility.

Tell your doctor if you have any of these risks.

SIGNS AND SYMPTOMS OF AN INFECTED SURGICAL INCISION

- ✓ **Hot Incision** - An infected incision may feel hot to the touch. This happens as the body sends infection fighting blood cells to the site of infection. Proper care of your surgical incision plays a significant role in preventing infection.
- ✓ **Swelling/Hardening of the Incision** - An infected incision may begin to harden as the tissue underneath are inflamed. The incision itself may begin to appear swollen or puffy as well.

- ✓ **Redness** - An incision that gets red, or has red streaks radiating from it to the surrounding skin may be infected. Some redness is normal at the incision site, but it should decrease over time, rather than becoming redder as the incision heals.
- ✓ **Drainage From the Incision** - Foul-smelling drainage or pus may begin to appear on an infected incision. It can range in color from blood-tinged to green, white or yellow. The drainage from an infected wound may also be thick, and in rare cases, chunky.
- ✓ **Pain** - Your pain should slowly and steadily diminish as you heal. If your pain level at the surgery site increases for no apparent reason, you may be developing an infection in the wound. It is normal for increased pain if you “overdo it” with activity or you decrease your pain medication, but a significant and unexplained increase in pain should be discussed with your health care professional.

SMOKING CESSATION

- ✓ While you were a patient at the hospital, you may have had a nurse or a doctor talk to you about a plan to quit smoking.
- ✓ The doctor may have ordered for you to have nicotine replacement therapy while in the hospital. If your wishes are to continue to quit smoking upon your discharge from the hospital there are some resources that can help!
 - Smokers Helpline – The Canadian Cancer Society – toll free 1-877-513-5333
 - The Canadian Cancer Society www.cancer.ca
 - The University of Ottawa Heart Institute also has some valuable resources on how to quit smoking! Visit www.ottawamodel.ca for more information to help you quit for good!

DIETARY INFORMATION

- ✓ It's never too late to start eating healthy. A healthy diet doesn't have to be boring and doesn't mean going without your favourite treats, although you might do well to eat them less often or in smaller portions.
- ✓ Eating well means that you are likely to feel healthier, stay active for longer, protect yourself against illness and recuperate faster from an illness or operation. You might be surprised by how much more energy you have.
- ✓ It is important to eat three meals per day.
- ✓ Snacks in between meals might be beneficial especially if your appetite is poor and you are unable to consume adequate calories at meal times only.
- ✓ There are a variety of nutritional supplements that can be consumed to increase your caloric and protein intake.
- ✓ The RVH dietitian will be able to recommend an appropriate supplement. (ext 130)

HOW TO OBTAIN DIET INFORMATION

Heart Healthy Class

- ✓ This 1 hour class focuses on healthy eating for people with (or wanting to prevent) elevated cholesterol and/or high blood pressure.
- ✓ It is offered once per month by a registered dietitian at RVH call 613-432-4851 extension 836.

Diabetes Education Classes

- ✓ People with newly diagnosed diabetes or poorly controlled diabetes are encouraged to attend the Diabetes Education Classes offered at RVH by the certified diabetes educators. (a dietitian and a nurse)
- ✓ The program involves attending three 2 hour classes held over 3 weeks and will provide education on all aspects of diabetes.
- ✓ You may refer yourself by calling 613-432-4851 extension 162.

Kidney Failure

- ✓ A specialized diet needs to be developed by the renal dietitian, more information call 613-432-4851 extension 109.
- ✓ For information about other diets or nutritional concerns call the RVH dietitian at 613-432-4851 extension 130.

Need assistance with meal preparation? Call 613-432-4851 extension 130 for more information about:

- **Meals On Wheels** - Meals are delivered 7 days per week between 11am and 1pm within the Town of Renfrew by volunteer drivers. The meal includes soup, entrée with meat, potatoes and vegetable and a dessert for a cost of approximately \$7.00 (price subject to change). Call 613-432-4851 extension 130 for more information.
- **Frozen Dinners** - Microwaveable dinners are available for purchase from the dietary department for a cost of \$5.50 (price subject to change). Call 613-432-4851 extension 130 for more information.

CCAC – COMMUNITY CARE ACCESS CENTER

- ✓ Prior to your discharge you may meet with a CCAC Case Manager while you are in the hospital to see if you qualify and are in need of home care services.
- ✓ CCAC provides a wide variety of services including personal care support, nursing care, palliative care and respite beds.
- ✓ CCAC has a number of healthcare professionals to assist you including Registered Physiotherapists, Registered Occupational Therapists, Social Workers and Dietitians.
- ✓ If you are discharged home without services and your needs change you can call 613-732-7007 or toll-free 1-800-263-3877 for assistance.
- ✓ You may also call the hospital and speak to the CCAC Case Manager 613-432-4851 extension 195 for assistance or if you have questions about the programs that are offered in Renfrew County.
- ✓ You do not need to have a physician refer you in order to qualify for services.

RESPIRE SERVICES

- ✓ Are you the primary care giver of a loved one whom requires constant care? If respite services are ever required, or to inquire about the services that are available, please contact CCAC at **1-888-421-2222**.

PALLIATIVE CARE AND SUPPORTIVE CARE

- ✓ At RVH we are committed to provide our patients and families with the supports that they need. If you have questions about the services offered in either our palliative or supportive care programs, please contact Ann Marie Urbaitis at **613-432-4851** extension **217**.

THE ASSISTED LIVING PROGRAM

- ✓ When illness or disability increases your dependency on others for support, it can often lead to questions about independent living and whether or not you can still manage living in your own home.
- ✓ Perhaps you have been using homecare services offered through the Community Care Access Centre (CCAC) or your local community support services agency, but recent changes in your health mean those services are no longer sufficient to support your needs.
- ✓ Perhaps you've had the support of a family member or friend, but they're not always available at times in the day when you most need their support.
- ✓ That's where the new Assisted Living Services can help.

What are Assisted Living Services?

- ✓ Assisted Living Services are publicly funded, community-based health care services that provide eligible seniors with the personal support and services you need to allow you to continue living on your own for as long as possible.
- ✓ There is no cost to you for the services provided.
- ✓ Services are offered through approved Community Support Service agencies within the Champlain region.

- ✓ Each agency is dedicated to providing the same high quality, level and range of services.
- ✓ Within designated geographic serving areas, regardless of whether you live in a house, an apartment, a condominium, on your own or with an informal caregiver, Assisted Living Services can help bring peace of mind to you and your family.
- ✓ Assisted Living Services can deliver personal support services where and when you most need them – anytime – day, evening or overnight on a schedule or unscheduled 24/7 on-call basis.

What services are provided?

Assisted Living Services provide non-medical services that include:

- Help with everyday activities (see list below)
- Safety and reassurance checks (via phone or in person)
- 24 hour urgent response

Assisted Living Services focus on every day activities that you can no longer do or find challenging to do on your own such as:

- washing/bathing
- mouth care
- hair care
- preventive skin care
- transferring / positioning / turning
- dressing / undressing
- help with eating(cueing, set up, meal prep)
- toileting or incontinence care
- reminders to take medications
- range of motion
- exercising
- facilitate access to other service providers for services (examples: escorting to medical appointments and/or transportation)
- light dusting, sweeping, vacuuming
- mopping floors
- washing dishes/countertops
- making light meals
- bed making and laundry

- cleaning and disinfecting bathrooms
 - security checks
 - emergency response call-help service
- ✓ Assisted Living clients can receive daily security checks either in person or by phone to make sure you are okay.
 - ✓ Electronic emergency response system is provided for clients, giving you 24-hour access to Assisted Living staff in the event of an urgent situation.
 - ✓ The Assisted Living staff work together with you to determine the best mix of services to meet your needs, and then pre-schedule the services as appropriate at the times of day when you most need them.
 - ✓ In addition, they are available to come to your home at any hour within a 24 hour period of time, offering on-call services seven days a week, 365 days a year.

How do I know if I can get Assisted Living Services?

- ✓ Your Community Care Access Center (CCAC) case manager will work with you and your family to determine whether you are eligible for Assisted Living Services.
- ✓ These services are currently available to individuals, 65 years of age or older who:
 - live in their own private home, or within a residential setting such as an apartment building or senior citizens' residence (retirement home settings are not eligible) within the designated serving area of an Assisted Living Service agency
 - demonstrate a need for daily access to personal support and/or attendant services throughout a 24 hour period (may or may not require homemaking services)
 - are able to direct their own care or have a substitute decision-maker or a live-in caregiver to direct care
 - are able to communicate their needs (with or without aides)
 - are medically stable (medical/professional needs can be met by CCAC, family physician or other community providers)
 - pose no risk to themselves or others

Initially, clients that are currently waitlisted with Long-term-care homes are eligible for Assisted Living Services however, new client referrals to Assisted Living Services are not eligible to simultaneously apply to Assisted Living Service and initiate an application to Long-term-care homes

How can I find out more about Assisted Living Services?

- ✓ To find out more about Assisted Living Services call the CCAC office at 1-800-538-0520, or 613-745-5525, 310-CCAC or website: www.Champlain.ccac-ont.ca.
- ✓ A CCAC staff member will be happy to provide more details and assess your eligibility for these services.

RENFREW AND AREA SENIORS' HOME SUPPORT

- ✓ To find out more about Renfrew and Area Seniors' Home Support please call 613-432-7691 or website www.seniorshomesupport.ca
- ✓ Serving seniors 60+ and Adults with Disabilities living in the Town of Renfrew and surrounding Townships.
- ✓ Community support services include friendly visiting, telephone security checks, intervention and assistance (help completing forms, etc.) grocery delivery, frozen meals, transportation, and home maintenance (house cleaning, cutting grass, etc.)

PHYSIOTHERAPY

- ✓ If during your hospitalization you received Physiotherapy services continue your exercises at home to ease pain and improve your strength and balance.
- ✓ Request an exercise handout prior to discharge from your Physiotherapist or the Physiotherapy Assistant.
- ✓ As well, please follow advice to prevent falls at home and use the recommended gait aid and safe footwear.
- ✓ If advised follow up with the CCAC Physiotherapy or Occupational Therapy. These steps will help keep you healthy at home!

- ✓ Please see the RVH website www.renfrewhosp.com Physiotherapy for further information.

RESOURCES

Listed below are some other resources in our community which you may find helpful!

- Champlain Senior Crisis Bed Program 613-432-4851 ext. 818 or 1-800-363-7222
- Mental Health Services of Renfrew County 613-732-8770 or 1-800-991-7711
- Mental Health Crisis Line 1-866-996-0991
- Renfrew County Geriatric Mental Health Outreach 613-735-6500 or 1-877-260-0535
- Victim Services of Renfrew County 1-877-568-5730
- Renfrew County Legal Clinic 1-800-267-5871
- Women's Sexual Assault Centre 1-800-663-3060
- Alzheimer's Society Renfrew County 1-888-411-2067 ext. 170
- Public Guardian and Trustee Office 1-800-891-0506
- Elder Abuse Response Services 1-800-363-7222
- Health Care Information System 1-800-664-8988
- Bereavement Counselling 613-732-7894
- Canadian Cancer Peer Support 1-800-263-6750
- Multiple Sclerosis Society 613-735-1992
- Parkinson's Society 613-722-9238
- Service Ontario 1-866-532-3161
- Ontario Disability Support Program 1-888-281-7526

RVH GIFT SHOP



HOURS

*MONDAY TO FRIDAY
10:00 A.M. TO 4:00 P.M.*

*SATURDAY
1:00 P.M. TO 4:00 P.M.*

RENFREW VICTORIA HOSPITAL

*499 Raglan Street, North
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613-432-4851
www.renfrewhosp.com*



The Renfrew Victoria Hospital Foundation is committed to supporting the efforts of our community hospital striving for excellence in health care.

Donor dollars make a difference.

Visit us @ www.renfrewhosp.com or

Call 613-432-4851, ext. 263