

Medication



Your nurse, pharmacist, and/or doctor will ask what medications are prescribed for you at home and what medications and doses you actually take. The nurse will give you all your medications. For your safety, do not take any other medications.

Smoking



All Vancouver Coastal Health sites are smoke-free inside and outside. Patients who smoke are welcome to ask for information on smoking cessation programs and products available to them while in hospital.

No Scent Policy

Many patients and staff members have allergies. We ask that you not wear perfume while visiting the hospital.

Discharge

Discharge planning begins as soon as you come into hospital. You will be discharged when you are medically and functionally stable, and able to manage with support from family, friends, and community resources. Please let nursing staff know what arrangements you have made for someone to take you home.

Infection Control

Stop the spread of germs that make you and others sick. Please do not visit if you are sick or have fever, chills, nausea, vomiting, diarrhea, cough or flu like symptoms.

Hand washing is the most effective way to prevent spread of infection.

Visitors, please wash your hands before visiting your family member or friend and again as you leave.

If our patients have conditions that require special precautions, a sign will be posted outside their room. Staff will explain what the signs means and what you should do.

Patient Education Resources

Brochures on specific diagnostic tests and conditions are available. They are in the hallway or in the patient lounge. You are free to take these education materials and please ask any of your health care team if you need more information.

Recommended rest period is between 1:00 pm and 3:00 pm.

We understand that illness can be a difficult experience for everyone involved. Although it is the patient who is ill, this situation also affects you too. We wish to offer our assistance and support during this critical time.

How to Contact Us



Unit Tel: 604 988-3131
Local 4234

Please note that phones do not connect directly with rooms.

Nurses on the unit are happy to speak with you at any time, but please understand that numerous phone calls interrupt the delivery of nursing care. Therefore we ask that one member of the family act as a “spokesperson” who makes the calls to the unit. We will refer all other enquiries to the “spokesperson”.

We also ask that you do not call during the Unit’s change of shift which occurs each morning and evening from 7:30 to 8:30 am and pm. It is difficult to give information at this time.



Making better
decisions together
with patients
and families

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www.vch.ca

2 East Medical-Post Coronary Care

Lions Gate Hospital

231 East 15th Street
North Vancouver BC V7L 2L7
Tel: 604-988-3131

The 2 East Team

2 East is an acute care and monitored ward that treats both cardiac and medical patients. It is our goal to help you to recover and regain your independence to the best of your ability and return home.

A team of physicians, cardiologists, registered nurses, and technicians are using their special skills and knowledge to speed the recovery of your loved one.

The facilities, modern equipment and trained staff, alone, are not sufficient to restore the patient to health: rest and quiet are also essential.

Your cooperation, understanding and assistance are necessary to create the best environment for recovery. You are an important member of our team and your observance of the guidelines will help us achieve our goals.

Your Team

A doctor is assigned to direct your medical care. This assigned doctor, Most Responsible Physician (MRP), will work with you to share information and plan your medical care. The Patient Care Coordinator (PCC) will assist you if you have difficulty connecting with your assigned doctor.

Your health care team may include some or all of these professionals: Doctor(s), Registered Nurses,

Physiotherapist, Occupational Therapist, Speech Language Pathologist, Registered Dietician, Pharmacist, Discharge Care Coordinator and Social Worker. We will care for you and answer your questions regarding your health needs.

Partners in Care

We strive to provide you with quality care. Quality care is best achieved when you, the patient along with your family/friends, become “partners in care” with us, your health care providers.

Please support our respectful environment. Talk in quiet and calm manner. If there are concerns that needs to be addressed, please talk to your primary nurse, the Unit Manager or Patient Care Coordinator (PCC).

Visiting

Visiting is restricted to a maximum of **two visitors per patient** in 2 East.

**Visiting hours are from
10:00 am to 1:00 pm
and 3:00 pm to 7:00 pm.**

While visiting hours are flexible during these hours, the nurses will let you know when you arrive, if it is a suitable time to visit. They may ask you to wait, especially if the patient has just been admitted. In this case, there are many important tests and procedures that must be completed before visiting is advised.

Please understand that there may be occasions when access is delayed or restricted and that these measures are taken in the patient’s best interest. We ask for your cooperation when this happens.

Accommodation



Most of the rooms have three beds. There are a few private and semi-private rooms. There is a charge for private and semi-private rooms. After you pay a deposit to the cashier, your name can be put on the waiting list for one of these rooms. Be aware that priority is given to those who need to be on their own for medical reasons.

Television

Televisions can be rented during your stay. Forms are available in the entrance hallway.

Telephones

As courtesy to our patients, we ask attending friends and family to use cell phones in the hallway across from the elevator or in the visitor lounge.

There is a phone available for use in the patient lounge or public pay phones across from the elevators.

Personal Items

Please consider asking family or friends to bring in some personal items to make your stay easier.

We ask that you limit the amount of personal effects to those that are essential to limit unnecessary bedside clutter. Some items to consider having brought in include;

- Non-slip, easy to put on, slippers
- Socks & underwear
- Toothbrush, toothpaste, & other toiletries (please no razors allowed due to high risk of bleeding associated with certain cardiac medications-electric shavers permitted)
- Clothes to wear home

Valuables and Theft

Please do not keep any valuables such as money or credit cards at your bedside. Send your valuables home with your family. If you are unable to send valuables home, please tell our staff members to have them placed with security.

Meals

- Breakfast is served at 7:30 am
- Lunch is served at 11:30 am
- Dinner is served at 5:00 pm

Should you have any special dietary restrictions or preferences, please check with staff, but family are more than welcome to bring in alternative meals for you. There is a fridge and microwave available in the patient kitchen. Please label any food with patient name, room number and date.