

Welcome to the **Chest Centre**

Vancouver General Hospital
12th Floor, Jim Pattison Pavilion,
899 West 12th Avenue
Vancouver BC V5Z 1M9
Tel: 604-875-4111

Welcome to the Chest Centre

The Chest Centre comprises a 36 bed unit, the Respiratory Ambulatory Unit and the Chest Special Care Unit located on the 12th floor of Jim Pattison Pavilion. We are the major referral centre for the province of BC and the Yukon for thoracic surgery, lung transplantation and respiratory medicine. We provide a multidisciplinary approach using the knowledge and skills of registered nurses, physiotherapists, social worker, respiratory therapists, patient care aides, nurse practitioner, airways educator, care management leader, patient care coordinators, clinical educators, dietitians, pharmacists, occupational therapists, respiratory physicians and thoracic surgeons. The entire health care team's goal is to provide you with the best possible care.

Visitors' Guidelines

We are aware of the importance of support family and friends provide to our patients. We also realize that our patients need rest and certain treatments to help speed their recovery. Therefore, we have adopted the following guidelines for visitors:

- **Visiting hours are 12:00 noon to 8:00 pm.**
We ask that you respect their need for peace and quiet.
- Overnight stays are generally not permitted.

Exceptions to these visiting guidelines can be discussed with the Charge Nurse, Patient Care Coordinator, or Patient Services Manager.

The nurses work 12 hour shifts. Between 7:00 am to 8:00 am and 7:00 pm to 8:00 pm they are listening to report and assessing their patients. It is best that your family not phone at these times if at all possible. One family member should be chosen to be spokesperson who will keep the rest of your family and friends informed of your progress. In order to protect your privacy nurses will not give information over the phone if they are unfamiliar with the caller.

Your family should make sure that the nurses have current 24-hour contact phone number(s) on your chart.

The phone number for Chest Centre is: **604-875-4111**

- **for 12A the Local is 54094 and**
- **for 12B the Local is 54174**

Preventing Infection

Hand hygiene is the most important factor in preventing infection. All patients and visitors are asked to use the hand sanitizer or wash hands when entering or leaving patients rooms or leaving the unit.

- If you are unsure whether your health provider has washed or sanitized their hands please ask them.
- Signs outside of rooms indicate special isolation precautions. Please check with your nurse what precautions need to be taken by you and your visitors.
- Do not visit if you have a fever, cough or diarrhea.
- Do not sit or lie on the patients bed.
- Visitors must use the bathroom located across from the visitors lounge next to the elevators.

Kitchen Facilities

A kitchen is located on the Chest Centre (see back of pamphlet) through the closed doors near the service elevators. There is a microwave, fridge and ice machine in this kitchen. We will store food items for you, however access to and use of the appliances is restricted to staff members only. You will need to organize storage and retrieval with your nurse. The hospital cafeteria is open between the hours of 7:00 am to 7:00 pm. Vending machines are located in the cafeteria on the 2nd floor but must be accessed through Centennial Pavilion (3rd floor) after 7:00 pm. The coffee shop (Café Ami) is in the lobby of Jim Pattison Pavilion and is open from 6:00 am to 11:30 pm.

Please check with the nursing staff if you wish to leave the ward as it may not be safe for you do so.

Flowers

Flower bouquets and plants should be small as there is limited space for them at your bedside. Please consider that some patients may be allergic to flowers. If you are unsure, please ask the nurses. Vases should be provided by your visitors.

Flowers and plants are not permitted in rooms where patients have received a new transplant this reduces their risk of infection.

Phones/TVs

Each bed has a telephone and TV for your private use should you choose to rent them. To activate the phone and/or TV, fill in the forms found in the patient's lounge. Please give the number to your family and friends so they can call you directly. Your phone will be turned off at 10:00 pm so the ringing does not disturb you or the other patients on the unit.

Expectations on the Unit

- Having a roommate is a new experience for many people. Please respect the privacy of other patients in the room and be considerate of noise. Radios, CD players, TV's, etc. should be used on the lowest volume setting or with head phones whenever possible.
- The Chest Centre is a fragrance free area due to the allergies of some staff and patients. Please refrain from using scented products.
- Government regulations prohibit smoking anywhere on hospital grounds. If you crave a cigarette, nicotine replacement therapy can be provided. Information on quitting smoking can be provided by your nurse.
- If you are concerned about the possibility of drug, nicotine, or alcohol withdrawal, please let your nurse or doctor know and they will make every effort to help prevent and manage your withdrawal symptoms.
- **In hospital, all medicines are given/monitored by nursing staff. Please do not use your own supplies unless approved by your physician. This includes over the counter and herbal medicines.**
- Alcohol and street drugs are not tolerated on the hospital property. Visitors found to be in possession of drugs or alcohol will be asked to leave, or if unwilling to do so, will be escorted off the hospital property by Security. The hospital has the right to seize illegal substances and will contact the police and lay charges as necessary.
- Swearing, abusive language and violence or threats of violence toward staff, other patients, or visitors is not acceptable and will not be tolerated.
- Anyone caught stealing hospital or other patients' property will be prosecuted.

Discharge

When you are ready to go home, you will be provided with information about what to do after you are home. We try to have patients discharged by 9:00 am Please confirm this time with your nurse prior to arranging a ride home. If you do not have anyone to pick you up and cannot make your own way home please inform your nurse.

Wheelchairs are not normally kept on the unit. If you do need a wheelchair to go to your vehicle, we will call for someone to take you. Or the person collecting you can obtain a wheelchair from the main floor near the information desk. You will need to insert a dollar which is refunded on return.

If your family or friends cannot pick you up until later in the day you may be asked to wait in the Patient and Family Lounge on the 12th floor. This will help us prepare the room for the next patient.

Team Members

Registered Nurses

Registered nurses are always present on the Chest Centre. These nurses are skilled at caring for your physical as well as your psychological, emotional, and social needs. They practice according to standards developed by the College of Registered Nurses of British Columbia.

Our nurses will encourage you to remain as independent as possible during your stay, and welcome family members to be actively involved in your care under their direction (i.e. washing hair, collecting drinking water, walking with you, etc.).

Unit Clerks

There is a unit clerk on the Chest Centre from 7:00 am to 9:00 pm This person is responsible for processing paper work and for keeping your medical chart current.

Medical Staff

You will be assessed by the attending doctor and/or resident on a daily basis. Communication with your family members are important, however the doctor is not always available to talk with them on a daily basis. If your family wish to talk with the attending doctor, please make their request known to your nurse or have them call the doctor's office.

You will probably see several different doctors during your stay. Each doctor is aware of your condition and qualified to care for you. Consultant doctors from services other than thoracic surgery or respiratory medicine may be asked to assess and treat you as needed.

Physiotherapist

Remaining as mobile as possible can reduce complications during your hospital visit. The physiotherapist will assess your needs and provide you with exercises that can be done in bed such as deep breathing, coughing and leg exercises. He/she will help and encourage you to get out of bed and go for walks.

Occupational Therapist

The role of the occupational therapist is to assist you in finding new ways of performing your daily activities if you are having difficulty. The goal is to make you as independent as possible. If necessary, an occupational therapist will arrange a visit to your home after you are discharged to recommend equipment to help you to safely meet your needs.

Patient Care Aide

The patient care aide will assist with some of the general personal care under the direction of the registered nurses.

Pharmacist

A pharmacist reviews your medicine and works with your doctor on medicine-related issues. The pharmacist is a great source of medicine information. If you have questions about your medicine, the pharmacist is available Monday to Friday to provide you with the answers.

Dietitian

The dietitian will assist you with your nutritional needs while in hospital. The information that is provided to you will also be important to your well being once you are back at home. The hospital is able to accommodate most diet requests, whether it is for health or religious reasons. Requests should be discussed with your dietitian or nurse.

Spiritual Care

The hospital has a chaplain on call 24-hours a day. If you wish to speak with the chaplain, your nurse can page him or her and have them visit you at the Chest Centre. We are sensitive to the multifaith and multicultural diversities within the hospital. It may be important for you to inform your own religious leader of your admission to hospital if you prefer support from them.

Respiratory Therapists

The Respiratory Therapist will become involved in your care if you are having difficulty breathing. The respiratory therapist is responsible for the assessment and management of your breathing, including oxygen therapy and the use of equipment in assisting with breathing.

Students

As Vancouver General Hospital is a teaching hospital, you may receive care from students. These students are supervised by your health care team. Your involvement in their learning is greatly appreciated and written feedback is always welcomed.

Resident Medical Staff

Residents, sometimes known as “House Staff” are licensed doctors who are in a specialty training program, such as thoracic surgery or respiratory medicine. They will visit you daily and are responsible for your day-to-day care. They will order tests and medicines, monitor your progress and discuss your care with your attending physician and other members of our health care team.

Social Worker

During your hospital stay, a Social Worker is available as required to meet with you and your family to provide emotional support, to review community resources, and to assist with discharge planning. Patient and family members can request to speak with a Social Worker from Monday to Friday to discuss their concerns.

Speech/Language Pathologist

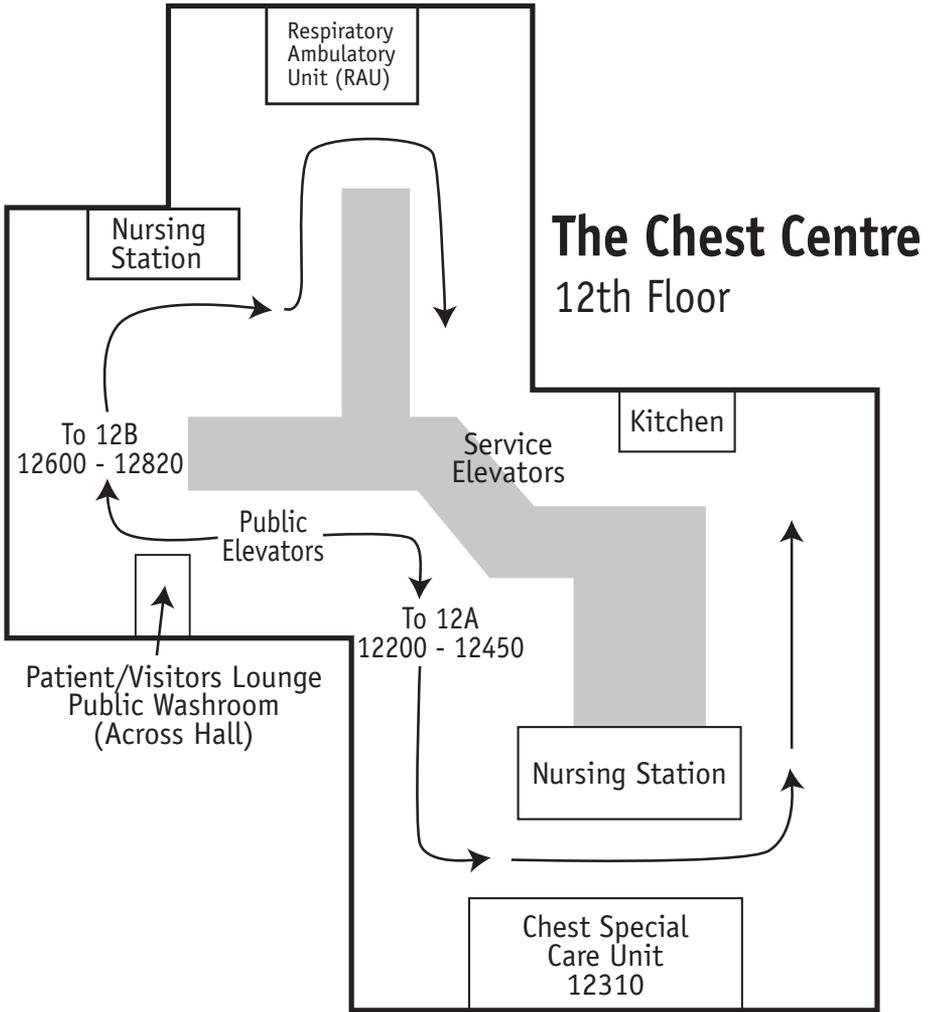
The Speech/Language Pathologist is a professional who assesses patients’ ability to swallow and communicate. They will be asked to see you if the need arises.

Care Management Leader

The care management leader is an experienced health care professional who follows your progress through-out your hospital admission. Their role is to act as a liaison for you and the health care teams to ensure your discharge needs are met prior to going home. In collaboration, with the health care team they will assess your needs and make referrals to the community for home supports and home care nursing as appropriate. They also facilitate family meetings to discuss complex care needs as required

Nurse Practitioner (NP)

Nurse Practitioners are advanced practice nurses with Master’s level education and additional training in assessment, diagnosis and managing health care needs. They are able to prescribe medicines and order tests.



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