Welcome to St. Michael’s

In this handbook you will find information about services we offer at St. Michael’s Hospital. We encourage you to speak to any of our doctors, staff members or volunteers if you have any questions or concerns.

You can also visit the information desk located in the Queen St. lobby, Donnelly wing.

St. Michael’s construction

We’re going through construction over the next several years to transform patient care at the hospital. Before you visit, call 416-360-4000 or use the online clinic locator at www.stmichaelshospital.com/locator/clinics.php to confirm where your clinic is located.
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*Please note that we are constantly changing to meet your needs. Information presented in this guide may be subject to change.*
About St. Michael’s Hospital

Our mission
St. Michael’s Hospital is a Catholic academic health-care provider, fully affiliated with the University of Toronto and committed to innovative patient care, teaching and research. Established in 1892 by the Sisters of St. Joseph to care for the sick and poor, St. Michael’s remains dedicated to treating all with respect, compassion and dignity.

In 2017, Providence Healthcare, St. Joseph’s Health Centre and St. Michael’s Hospital united under a single health network with a shared purpose to advance the health of our patients, clients and residents, and our urban communities. For more information about our integration, visit www.oursharedpurpose.com.

At St. Michael’s, we continue to recognize the value of every person and are guided by our commitment to excellence and leadership. For a full description of our mission, visit www.stmichaelshospital.com/about/mv.php.

Our vision
World leadership in urban health.

Our values
Community of Service
Compassion
Excellence
Human Dignity
Pride of Achievement
Social Responsibility

Our values and priorities help guide our work. See our Patient Declaration of Values at www.stmichaelshospital.com/about/declaration.php.

Contact information

- St. Michael’s Hospital Switchboard: 416-360-4000
- Patient Inquiry Line: 416-864-5454

Mail is delivered to patients on weekdays. Mail should be addressed to:
[Patient name and room number]
St. Michael’s Hospital
30 Bond Street
Toronto, Ontario
M5B 1W8, Canada

Patient and Visitor Information Handbook
Directions to St. Michael’s

For directions to St. Michael’s Hospital, please visit our website at www.stmichaelshospital.com/directions.

Please note that Google maps will direct you to go to 30 Bond Street (our Bond Street entrance). This entrance is not an accessible door and we recommend you enter the hospital through the Donnelly wing on Queen Street.

St. Michael’s has some outpatient clinics and family health clinics outside the main hospital building. If you have an appointment, please check the location before coming to the hospital.

Parking

There are several parking areas around St. Michael’s Hospital, including an underground parking lot with limited spots north of the hospital (209 Victoria Street). Patients and visitors can get discounts for 5-, 10- and 30-day passes for this parking lot. Passes are available from the hospital’s cash office during regular weekday business hours (passes are not available for purchase evenings or weekends). For more information, visit our website at www.stmichaelshospital.com/parking.php.

See the map on the next page for locations.

Wheelchair access

The Donnelly wing entrance on Queen Street is wheelchair accessible. The Bond Street entrance is not. Visitors and patients can borrow a wheelchair for use in hospital. They are available on the ground floor of the Donnelly wing across from the information desk.

Wheelchair-accessible washrooms are located in the Queen St. lobby, Donnelly wing, Marketeria (6 Cardinal Carter wing) and throughout the hospital.

Wheel-Trans pick-up and drop-off

The Donnelly wing entrance on Queen Street at the south end of the hospital is the designated location for Wheel-Trans pick-up and drop-off.
ER Emergency Department
P Parking
• Subway exits: Queen Station
★ Clinics off-site
Your stay in hospital

Registration and admitting
Patient Registration and Admission Services is on the first floor in the Donnelly wing south, above the Queen St. lobby.

Room preferences
Hospital staff will make every effort to provide you with the type of room you request. Our hospital provides standard ward, semi-private and private rooms. There is a cost for semi-private and private room stays, to be covered by you or your insurance company. Please check your insurance coverage before you come and bring it with you to your pre-admission appointment.

Pre-Admission Facility
The Pre-Admission Facility (PAF) is on the tenth floor in the Donnelly wing south (enter through the Queen St. lobby, Donnelly wing). For more information, please contact the office at 416-864-5689.

What to bring
1. Ontario Health Card
2. Hospital identification card (if you have one already)
3. Other health insurance card and policy information
4. Any medicines, vitamins or supplements you are taking

What to leave at home
We encourage patients to leave all valuables at home when coming in for scheduled visits including:

- Jewellery, cash and any valuable items
- Scented personal care products

In instances of unplanned visits and admissions, patients have the option to deposit their valuables for safekeeping in the Admitting department. Only valuables that fit in a 6x10” bag will be accepted.
Please note that the hospital cannot accept responsibility for any loss or damage of patients’ personal items and valuables.

**Preventing infection**

Patients who are in hospital may be vulnerable to infection. Do not visit if you are ill or unable to comply with hand hygiene and infection prevention requirements.

**To clean your hands properly with hand sanitizer:**

### Rub hands for 15 seconds

1. Apply 1 to 2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm.
3. Rub in between and around fingers.
4. Rub back of each hand with palm of the other hand.
5. Rub finger tips of each hand in opposite palm.
6. Rub each thumb clasped in opposite hand.
7. Rub hands until product is dry.
8. Once dry, your hands are safe.

**Patients – remember to clean your hands:**

- Before eating
- After using the washroom (always with soap and water)
- After any contact with blood or body fluids
- When leaving your room and returning to your room
- Before touching any wounds, IV lines or medical devices
- **If your hands look dirty, wash your hands with soap and water**
Family members and visitors should also clean their hands:

- When entering and leaving the hospital
- Before entering and leaving the patient room
- After any contact with blood, body fluids or dirty linen
- After blowing your nose, coughing or sneezing
- Before touching any wounds, IV lines or medical devices
- Before and after changing a dressing or bandage

Your health-care team

Your care in hospital is managed by a health-care team including:

- Dietitians
- Doctors
- Nurse practitioners
- Nurses
- Occupational therapists
- Pharmacists
- Physiotherapists
- Respiratory therapists
- Speech-language pathologists
- Spiritual care professionals (Chaplains)
- Social workers
- Other health-care professionals

St. Michael’s is a teaching hospital. As a patient at St. Michael’s, you play an important role in helping to support the training of future health-care professionals. Your health-care team may also include students or residents who are supervised by our clinical staff.

Taking an active part in your care

You are the centre of your health-care team. Take part in all decisions about your treatment – it can improve your experience in the hospital and help in your recovery. Here are some ways you can do this:

1. Be involved in your health care. Speak up if you have questions or concerns about your care. You should understand as much as you can about any medical problem you have, treatment or procedure you will have and medicine you will take, including how to take it. Plan
questions you want to ask in advance and ask again if you
don’t understand the answers the first time.
2. Tell a member of your health-care team about your past
illnesses and your current health condition.
3. Bring all of your medicines with you when you go to
the hospital or to a medical appointment. This includes
vitamins, herbs and herbal remedies, food supplements
and “over the counter” or non-prescription medicine you
buy at the drugstore.
4. Tell a member of your health-care team if you have ever
had an allergic or bad reaction to any medicine or food.
5. Make sure you know what to do when you go home
from the hospital or from your medical appointment. Ask
questions so you understand:
   a. what treatment you received
   b. whether you will have to pick up a prescription
      before you go home
   c. what kind of transportation you will need to get
      home
   d. the type of care you will need at home and if you
      will need someone to stay with you
   e. what symptoms to watch for and who to call if
      something does not feel right
   f. whether someone will be making a plan with you
      for home care
   g. what medicine you must take, how to take it, and
      any side effects
   h. what foods you should eat and not eat
   i. when you go back to your regular activities, such as
      work, school, exercise, and driving
   j. what follow-up appointments you will need and
      who will make them
Reporting safety risks
If you notice anything that may put your and/or your family’s safety at risk, please speak to a member of your care team. Examples of safety risks include: health-care providers not cleaning their hands before providing care; staff or physicians not wearing a photo identification badge; water or other spills on the floor; or anything else that makes you feel unsafe or uncomfortable.

Your meals
Every day you will get a menu with choices for the next day’s meals that have been approved by your physician. Mark your choices on the menu. If you have special diet needs, please speak to a member of your care team. The hospital continues to expand its menu choices based on the preferences of our patients.

Housekeeping
Your room is cleaned every day by our housekeeping services team. They remove waste, mop the floors, clean the washroom and restock supplies. If you need housekeeping services, please talk to your care provider.

Leaving the hospital (discharge)
Discharge time for inpatient units is typically 11 a.m.

Day Surgery patients may leave when clinically ready throughout the day up to 7 p.m.

You will need to have someone with you when you are discharged and someone will need to be with you overnight following a day surgery procedure.

Extra hospital charges
To pay for any extra hospital charges, go to our cash office on the first floor, Donnelly wing. It is open 8 a.m. to 4 p.m., Monday to Friday. After 4 p.m. and on weekends, you can deposit payments (by cheque only) in the drop slot outside the cash office.
Support services

Accessibility
If you require any assistance related to a disability, please speak to any member of your care team so that we can make the appropriate accommodations. For example, you can request a TTY telephone when you arrive at the hospital or make arrangements for a service animal to accompany you to your appointments. We will make every effort to ensure you have access to your service animal. However, there may be rare instances where other plans need to be made.

Health records
To request your personal health records, please complete the “PHIPA access to personal health information form” at www.stmichaelshospital.com/info-access-privacy. Send the completed form to the Health Records department. You can call 416-864-5213 for assistance and to learn about associated fees. Please note: it can take up to 30 days to process a request.

You can also sign up for our secure patient portal MyChart to access your health records. Register at Patient Registration on the first floor Donnelly wing south with your email address, OHIP card and photo ID.

Information desks
St. Michael’s has two information desks to help patients and visitors find their way around. One is located in Queen St. lobby, Donnelly wing and the other is located in the Bond lobby.

Interpreters
Let us know if you need an interpreter who can communicate in your own language, including sign language (ASL). A member of your health-care team can arrange an interpreter either over the telephone or in person. There is no cost for this service.
Lost and found

Our 24-hour lost and found service is located in the security office. To report a lost item other than clothing, please speak with your care team and call security at 416-864-5323 (extension 5323 on a hospital phone). To report lost clothing, speak with your care team.

Our approach to quality

At St. Michael’s Hospital, finding better ways to provide high-quality patient care is at the foundation of everything we do. We are constantly striving to improve by focusing on patient safety and patient experience. For more information, visit our website at www.stmichaelshospital.com/quality.

Patient and Family Learning Centre

Find reliable health information designed for patients and families in our resource centre. Trained volunteers can help you find the information you need or you can use our computers to search on your own. We can:

- Help you search the internet for reliable health information
- Find health-related videos, audio recordings and print resources
- Create an information package for you to take home

Volunteers cannot provide medical opinions or advice. Please discuss all medical decisions with your health-care team.

We are open Monday to Friday, 9 a.m. to 2 p.m. in room 6-004 on the sixth floor of the Cardinal Carter wing (across from the Marketeria).

You can also reach us by:

- Telephone: 416-864-6060 extension 2522
- Email: patientandfamilylearning@smh.ca
- Website: www.stmichaelshospital.com/learn
Patient Library
The Patient Library and Reading Room is on the fifth floor of the Bond wing in the back of the Sullivan Lounge waiting room. This library has books and magazines that are available for reading. The library also runs a book cart that brings books and magazines to patients’ bedsides.

Patient Relations
Contact our Patient Relations team with any compliments, suggestions, questions or concerns. We work with you and your health-care team for the best possible hospital experience. We can:

- Help you get the information you need
- Help to explain what the hospital can do for you
- Offer assistance and support

The Patient Relations office is located on the first floor, Donnelly wing south. Office hours are 8 a.m. to 5 p.m., Monday to Friday.

You can also contact us by phone at 416-864-5215 or email at patientrelations@smh.ca to share your feedback. For more information, visit www.stmichaelshospital.com/patients/patient-relations.

Privacy
St. Michael’s is committed to ensuring the privacy of patient information. Your privacy is protected under Ontario’s privacy legislation, known as the Personal Health Information Protection Act, 2004 (PHIPA). This legislation governs how we collect, use, disclose and dispose of patient health information.

We collect personal health information such as your name, date of birth, address and health history and keep track of your visits to the hospital. Occasionally, we collect personal health information about you from other sources if we have your consent to do so, or if the law permits.

You may access your health records and update your personal information or revise your consent settings at any time.
further details, please refer to www.stmichaelshospital.com/info-access-privacy. You can also contact our Privacy Office at 416-864-6088 or privacy@smh.ca.

**Security**

Security staff members are available to help patients, staff and families. To speak directly with security, call 416-864-5323 (extension 5323 on a hospital phone). The office is open 24 hours a day, seven days a week.

**Smudging**

The Smudging Ceremony is a traditional healing ceremony practiced by some Indigenous people in Canada. It involves burning one or all of the four Sacred Plant Medicines (tobacco, sage, cedar and sweetgrass) which produces a smoke and scent.

Smudging is believed to help cleanse the mental, physical, emotional and spiritual aspects of an individual, have a calming effect and provide comfort and relief during times of stress. It’s used frequently in births and at end-of-life.

Please speak with a member of your care team for help arranging a ceremony.

**Spiritual Care**

Spiritual Care is an important part of caring for you as a whole person. At St. Michael’s there is a Chaplain/Spiritual Care Practitioner available 24 hours a day, seven days a week. Chaplains/Spiritual Care Practitioners are members of your care team who specialize in attending to spiritual, emotional and religious and cultural needs of patients and families. They can help you to reflect on what is important to you. They can also help your care team understand the values and beliefs that guide your decisions about your care.

Chaplains/Spiritual Care Practitioners respect the religious and cultural diversity of the people at St. Michael’s Hospital. At your request, they can link you with a community faith or cultural group. If you would like to see a Chaplain/Spiritual Care Practitioner, please call 416-864-5324 or page 416-235-7959 and leave a number where you can be reached.
Amenities

Bank/cash machines
24-hour cash machines are located in the Donnelly wing lobby and the Marketeria. All proceeds are donated to St. Michael’s Hospital.

Chapel
The St. Michael’s Chapel is available for prayer, reflection and services of worship. Hospital clothes are acceptable. Hours and Mass times are posted on the Chapel door. The Chapel is in the Bond wing, third floor, room 3-006.

Gift Shop
The Gift Shop offers a variety of gift and personal care items, from balloons and flowers to magazines and clothing. You can also order a care package over the phone at 416-864-5860. The Gift Shop will make sure the package is delivered to the patient’s room.

The Gift Shop is located in the Marketeria on the sixth floor, Cardinal Carter wing. Our hours are 9 a.m. to 8 p.m. Monday to Friday and 12-4 p.m. on weekends and holidays. Visit us at www.stmichaelshospital.com/patients/giftshop.php.

Internet access
Internet and computer access is available in selected lounges and the Patient and Family Learning Centre. Wi-Fi is also available. Under Wi-Fi/internet settings, select “Other” and enter SMH_Guest. No password is needed.
MultiFaith Meditation Room
Our MultiFaith Meditation Room is available for personal prayer, reflection or meditation. This is a very simple multi-faith space. When you are finished using the room, please remove any symbols of your faith. It’s located in room 3-010 in our Bond wing (third floor).

Pharmacy
The Prescription Care Centre (Pharmacy) is owned and operated by St. Michael’s Hospital and open to the public. Our pharmacists can also give you tips on lifestyle changes to help you achieve better health outcomes. In addition to regular prescription and non-prescription medications, we stock and prepare many specialty products. These include compression stockings, diabetic supplies, compounded eye drops, respiratory aids and blood pressure and glucose monitoring devices.

The pharmacy is located in room B1-034 in the Donnelly wing and can be reached at 416-864-5110 or prescription@smh.ca. It’s open Monday to Friday, 8:30 a.m. to 6 p.m, Saturday, 10 a.m. to 3 p.m. and closed Sundays and statutory holidays. Learn more at www.prescriptioncarecentre.ca.

Retail food locations
The Marketeria, Gift Shop and Tim Hortons are located on the sixth floor of the Cardinal Carter wing. For current hours, visit www.stmichaelshospital.com/programs/nutrition/retail.php.

Second Cup is located in the Queen St. lobby, Donnelly wing and is open 24 hours a day, seven days a week. Vending machines are located on the sixth floor, Cardinal Carter wing across from the Marketeria.

Taxis
Direct phone lines to Beck Taxi are located in the Queen St. (Donnelly wing) and Bond lobbies.

- Beck Taxi: 416-751-5555
- Co-op Taxi: 416-504-2667
- Diamond Taxi: 416-366-6868
Telephones

Patient telephones can be turned on for outside calls for a flat rate of $15 for up to 30 days. To turn on your phone, call extension 2378 (or 5072 after hours). You can also talk with a member of your care team or visit the cash office (first floor, Donnelly wing south). Bedside phones are not available in all units. Local calls can be made by dialing 89, the area code and phone number. Calling cards are available in the Gift Shop for long distance calls. Telephones will not ring between 10 p.m. and 8 a.m. for patient comfort and sleeping, but patients can make outgoing calls at any time.

Televisions

Each patient TV has a free hospital channel: Channel 75 is our patient education channel. Tune in day or night for educational videos. Other television channels can be turned on for a daily charge. Dial 2400 from the bedside phone to activate television channels using a credit card.

Wheelchairs

Wheelchairs are available in the Queen St. lobby, Donnelly wing.
Visitor Information

Balloons
Latex balloons are not allowed in the hospital. They can cause an allergic reaction in some people. Mylar (foil) balloons are a great alternative and are available in our Gift Shop.

Cell phones
Cell phone use is not allowed in some patient care areas. Visitors can make phone calls in waiting areas and other public or retail areas. While you are visiting, please turn cell phones to vibrate or silent mode.

Fire safety
During a fire alarm, wait for instructions from hospital or fire department staff. All fire doors will automatically close until an “all clear” announcement is made. Fire exits are clearly marked throughout the hospital.

Flowers
Flowers are not allowed in the intensive care and respirology units, or in any room where patients are allergic to flowers.

Masks, face shields, gowns and gloves
In some situations, we may ask visitors to wear protective clothing such as a mask, face shield, gown or gloves. It is important to follow instructions from the care team and/or if there is a sign on the patient door. If you have any questions, please ask a member of the care team.

Respecting patients’ needs and safety
We may ask family and visitors to leave the bedside for a certain period of time to help patients rest, ensure safety, protect the privacy of other patients or because the patient has asked for this.
Here’s what you need to know about visiting:

- Visitors and family members should not come to the hospital if they are sick with a fever, cold or flu symptoms, diarrhea or vomiting.
- Children are welcome, but they must always be accompanied and supervised by an adult (other than the patient).
- For patient safety, visitors should use the public washrooms, rather than the patient’s washroom. Public washrooms are located on each unit and in the lobbies.
- Visitors should check with the care team before bringing food for patients.
- During quiet hours, please speak in a low voice and turn cell phones to silent mode.
- Unfortunately, the hospital can’t provide cots, linens or pillows for visitors.

Smoking

St. Michael’s Hospital is a smoke-free facility. Smoking is prohibited in all areas of the hospital, both inside and outside. Fines are up to $5,000 for an individual. The no-smoking bylaw is strictly enforced in Toronto.

Staying nearby

Several local hotels have special rates for patients, families and friends. Ask for the St. Michael’s compassionate rate when booking a room.

Taking pictures/recording

We believe that everyone in the hospital has the right to decide whether or not to participate in photography and recording, including our staff. We will ask patients for consent if we are taking a photograph. If a patient or family member is taking a photograph, our staff members also have the right to say yes or no. Please honour their wishes the way the hospital honours yours.
Violence and abuse
Hospitals can be stressful places. It is important to treat each other as compassionately and calmly as we can. St. Michael’s has zero tolerance for violence and abuse of anyone within our walls.

Visiting hours
Family members and visitors may be present at the bedside between 6:30 a.m. and 10 p.m. Together, the care team and patient will decide on how many family members and visitors can be present at one time. This depends on the physical space, safety considerations and the patient’s needs.

Quiet hours are from 10 p.m. to 6:30 a.m. During quiet hours, patients can choose one person to stay with them at the bedside. This person must be signed in with the inpatient unit or hospital security (in the Donnelly wing lobby) and they must wear a temporary ID badge. For more details, talk to the care team or visit www.stmichaelshospital.com/familypresence.
How to give back

St. Michael’s Foundation
Consider giving back to St. Michael’s Hospital in thanks for the world-class care you received. It’s because of our donors - who show their commitment for St. Michael’s hospital, day in and day out – that our health-care experts can break new ground in patient care and conduct research that’s changing how diseases are treated and how doctors and scientists are educated. With your support, nothing’s beyond our reach.

How to make a donation
Contact St. Michael’s Foundation:
• Visit our office at 2 Queen Street East, #712
• Call 416-864-5000
• Visit our website at www.stmichaelsfoundation.com

Become a Patient and Family Advisor
You sometimes notice things we don’t. What if you could help design a better health-care experience for you and your loved ones? At St. Michael’s Hospital, patients, families and caregivers can partner with staff to help create the best possible experience for our patients.

If you are interested in volunteering for this opportunity or learning more about our Patient and Family Advisors, email PFA@smh.ca or visit our website at www.stmichaelshospital.com/patients/pe-patient-family.php.

Volunteer at St. Michael’s
St. Michael’s Hospital relies on the dedication of our many volunteers to improve the experience of our patients and visitors. Volunteers provide compassionate and personal service in many areas of the hospital, including patient rooms, lobbies, waiting rooms, clinics and the Gift Shop. For more information, visit www.stmichaelshospital.com/volunteer.

To learn more about the hospital, please visit:
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