St. Michael’s Hospital
Patient Services Guide

30 Bond Street, Toronto, Ontario M5B 1W8
416-360-4000
www.stmichaelshospital.com
Welcome to St. Michael’s

This guide will help you find your way during your time at the hospital. Please ask any staff member for help if you have questions or concerns, or visit the information desk at the Queen Street entrance (level B1).

If you need help communicating in English, please let one of our staff know.

St. Michael’s has started an exciting construction project to transform patient care at the hospital. We’re making many improvements over the next several years.

Before your visit, take these steps to help you find your way:

✔ Check our online Clinic Locator for maps to your appointment at www.stmichaelshospital.com/locator/clinics.php
✔ Phone 416-360-4000 to confirm where your clinic is located
✔ Visit the information desk in the Queen Street lobby when you arrive

Thank you for your patience and understanding.

Questions?

📞 416-360-4000
✉️ BuildingSMH@smh.ca
🚁 www.stmichaelshospital.com/BuildingSMH
President’s Message

I would like to welcome you to St. Michael’s Hospital. All staff, physicians and students are dedicated to making the patient and family experience here as positive as possible. We talk about the patient experience in six broad areas:

**Safety**  First and foremost, we want to make sure that we provide care in the safest way possible.

**Outcomes**  Our goal is to make sure that care provides a good outcome as defined by the patient and family.

**Access**  Patients should receive care in a timely manner.

**Patient-centred**  We want patients and families to be partners in the care they receive – to understand and participate in every aspect of care.

**Efficient**  Care should be organized in as efficient a manner as possible, providing good value for the taxpayer dollars that fund St. Michael’s.

**Equitable**  All patients should receive the same level of care no matter what their individual circumstances might be.

I hope this guide will make it easier to understand your health care experience. We also are looking for your feedback. See page 35 on how to get more involved in providing your comments to St. Michael’s.

Robert J. Howard, MD
President and CEO
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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.
Directions to St. Michael’s

St. Michael’s Hospital is on Queen Street, 1 block east of Yonge Street in Toronto. Our official address is 30 Bond Street, Toronto, Ontario M5B 1W8.

The main entrance to the hospital is on Queen Street.

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

How to get to St. Michael’s

By TTC

By streetcar: Take the Queen Streetcar and exit at the corner of Queen and Victoria Streets.

By subway: Take the Yonge-University-Spadina subway line and exit at Queen Station. The hospital is one block east along Queen Street.

For more information about TTC routes and schedules, call 416-393-4636 (INFO) or TTY Hearing Impaired Service, 416-481-2523, or visit www.ttc.ca

Driving from the Don Valley Parkway

1. Exit at Richmond Street westbound
2. Go west to Church Street
3. Go north to Queen Street East
4. Go west to Bond Street
Driving from the Gardiner Expressway

**Eastbound:** The eastbound off-ramps from the Gardiner Expressway to York-Bay-Yonge Streets will be closed from April 2017 to early 2018 due to construction.

- Exit at Jarvis Street
- Go north to Shuter Street
- Go west to Bond Street

**Westbound**

- Exit at Yonge Street
- Go north to Shuter Street
- Go east to Bond Street

**Parking information**

There are several parking lots close by. See the map on the next page for locations.

There is a convenient underground parking lot just north of the hospital. The entrance is on Victoria Street just north of Shuter Street. Patients and visitors of the hospital can get discounts for 5-, 10- and 30-day passes for this parking lot. Passes are available from the hospital’s cash office. For more information, go to the hospital’s website. Please note: there are limited spots in this parking lot.

There is also a Green P parking lot on Queen Street, across from the hospital’s Queen Street entrance. Both lots are open 24 hours, seven days a week.

**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.
St. Michael's Hospital
Queen Street East
Shuter Street
Dundas Street East
Eaton Centre
Yonge Street
Victoria Street
Bond Street
Church Street
Queen Street East
Richmond Street
ER Emergency Department
P Parking
• Subway exits: Queen Station
★ Clinics off-site

www.stmichaelshospital.com
Wheelchair access

The Queen and Shuter Street entrances are wheelchair accessible. The Bond Street entrance is not wheelchair accessible.

Wheelchairs are available in the Queen Street lobby, across from the Information Desk.

Wheelchair-accessible washrooms are throughout the hospital, including in the Queen Street lobby and in the Marketeria.

The Marketeria, Tim Hortons, Second Cup and chapel are all accessible.

Wheel-Trans Pick-Up and Drop-Off Location

The Queen Street entrance at the south end of the hospital is the location for Wheel-Trans pick-up and drop-off.

Finding your way around the hospital

St. Michael’s is making many improvements to the hospital over the next few years. Some areas will be under construction. How you find your way through the hospital may change. Please see the information desk at the Queen Street entrance for directions when you arrive. You can also visit www.stmichaelshospital.com/locator/clinics.php

Thank you for your patience as we build.
Your Stay in Hospital

Registration and admitting

Patient Registration and Admission Services is on the first floor in the Donnelly Wing South, one floor above the Queen Street entrance.

When you are admitted, we will collect information that we need for hospital records. We will also ask you what type of room you prefer during your hospital stay. All patients will get a wrist bracelet for hospital identification.

Your information

All personal information will be considered strictly confidential. Please tell staff if you have been in hospital outside Ontario during the past year.

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 rooms. This cost must be paid 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 10th floor in the Donnelly Wing South (enter through the Queen Street lobby). You can reach 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

- Scented personal care products
- Items of sentimental value, jewellery or expensive clothing
- Large amounts of cash
- Alcoholic beverages
- Personal electronics

The hospital cannot accept responsibility for patients’ personal items and valuables.

Services in your room (for inpatients)

Telephones

Patient telephones can be turned on for outside calls for a flat rate of $15.00 for up to 30 days. To turn on your phone, call extension 2378 (or 5072 after hours). You can also talk with the nursing desk or visit the Cash Office (1st 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. Incoming calls are turned off between 10 p.m. and 8 a.m. for patient comfort, but patients can make outgoing calls at any time.

Televisions

Each patient TV has two free hospital channels with useful information (channels 75 and 81).

Channel 75 is the St. Michael’s Hospital 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 patient phone to activate channels using a credit card.
Your health care team

Your care in hospital is managed by a health care team. This means that a variety of health professionals will provide your care.

As the patient, you are the centre of the team. Other members of the team may include:

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

St. Michael’s is a teaching hospital. We provide clinical education to many different kinds of students. This means you may see student trainees as part of your care.

All student trainees are supervised by professional staff. As a patient at St. Michael’s you play an important role in helping to train the health care professionals of the future.

Feel free to ask any member of your health care team about their role in your care.
Take an active part in your care

You are the centre of your health care team. Take part in all decisions about your treatment. Here are some ways you can do this:

- Write down questions to ask your doctor or other members of your health care team.
- Ask questions and share any concerns. If you still don’t understand, ask again.
- Ask a family member or friend to be your advocate or support person.
- Ask for written handouts or other patient education materials.

Pay attention to the care you get:

- Ask about any medicines you are about to get. If you don’t recognize the medicine, double check that it is the right one for you.
- Make sure you are getting the right test or treatment. Ask about how safe it is.
- Speak up if you think the nurse or doctor has you confused with another patient.

Taking an active part in your care can improve your experience in the hospital. It can also help in your recovery.

Your meals

Each day you will get a menu with choices for the next day’s meals. Mark your choices on the menu. If you have special diet needs, please speak to a member of your health 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 floors, clean the washroom and restock supplies. If you need housekeeping services, please talk to your care provider.
Before you leave the hospital

Before you go, make sure you know:

- Where you are going (home or to another care facility) and how you will get there
- What medicine you will be taking and how to take it
- When to follow-up with your doctor and the date of any follow-up appointments
- How to care for yourself at home (for example, how to take care of your wound or surgical area)
- Warning signs to watch for
- Who to call if you have questions after you leave
- Where your personal items are

Ask your discharge planner or your health care team if you are not sure about any of these items. They can help you plan for leaving the hospital.

Leaving the hospital (discharge)

Discharge time for inpatient units is 11 a.m.

Day Surgery patients may leave when clinically ready during the day.
The department closes for the evening at 7 p.m.

Extra hospital charges

To pay for any extra hospital charges, go to our Cash Office on the first floor, Donnelly Wing South. It is open 8 a.m. to 4 p.m., Monday to Friday. After 4 p.m. and on weekends, you can deposit payments in the drop slot outside the Cash Office.
Visitor Information

Daytime/evening visiting
Family members/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/visitors can be present at one time. This depends on the physical space, safety considerations and the patient’s needs.

Quiet Hours
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 logged in with the inpatient unit or Hospital Security (in the Queen Lobby), and they must wear a temporary ID badge.

For more details, talk to the care team or go to: www.stmichaelshospital.com/familypresence
**Rules to remember**

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 or 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.

**Respecting patients’ needs**

We may ask family and visitors to leave the bedside for a certain period of time. Here are some reasons we may do this:

- To help patients rest
- To ensure safety
- To protect the privacy of other patients
- Because the patient has asked for this

Thank you for your understanding.
For Your Safety and Comfort

Preventing infection

Patients who are in hospital may be vulnerable to infection. Cleaning your hands is the most important way to prevent the spread of germs. Use the hand sanitizer pumps located all over the hospital. Hand sanitizer is very effective in stopping germs from spreading and won’t dry out your hands.

To clean your hands properly with hand sanitizer:

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 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.

For patients - remember to clean your hands:

• Before eating
• After using the washroom
• After any contact with blood or body fluids
• When leaving your room and returning to your room
• If your hands look dirty, wash your hands with soap and water
Family 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

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

Reporting safety risks
If you notice anything that may put your safety at risk, please speak to your healthcare provider (your nurse, the unit manager or doctor). These risks may include water on the floor, a healthcare provider not cleaning hands before touching you, or when we have any incorrect information about you (such as a wrong phone number). You can also contact Patient Relations at 416-864-5215 or email patientrelations@smh.ca

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. Talking on the phone may also disturb other patients. Visitors can make phone calls in waiting areas, coffee shops and the Marketeria. During Quiet Hours (10 p.m. to 6:30 a.m.) please turn cell phones to silent mode.
Fire safety
During a fire alarm, do not move through the hospital unless directed to by 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.

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 and $5,000 for the hospital. The no-smoking bylaw is strictly enforced in Toronto.

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 also have the right to say yes or no. Please honour their wishes the way the hospital honours yours.
Valuables

Please do not bring valuables to the hospital. St. Michael’s is not responsible for lost, stolen or damaged property.

Anyone who comes into your room should be wearing a badge with photo identification. If you don’t recognize a person, ask to see their badge.

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.
Services to Help You

Accessibility support

Talk to your health care provider to arrange for help with disabilities. For example, TTY telephone units for the hearing impaired are throughout the hospital. You can request a TTY unit when you arrive at the hospital.

Your service animal is welcome to come with you to your appointments. If you will be admitted to hospital, please contact the pre-admission or nursing unit in advance. We will make every effort to ensure you have access to your service animal. However, there may be some instances where other plans need to be made.

If you have any questions or concerns about accessibility at St. Michael’s, contact our Patient Relations department at 416-864-5215 or patientrelations@smh.ca

Also see the sections Wheelchair access above and Interpreters below.

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 find out about any fees to process your request.
Information desks
St. Michael’s has an information desk to help patients and visitors find their way around. It is located at the Queen Street entrance (level B1) and is staffed 24 hours each day.

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 health care professional and call Security. To report lost clothing, speak with your health care professional.

The Security office is on the first floor of the Cardinal Carter Wing, across from the Cardinal Carter North elevators. To speak directly with Security, call 416-864-5323 (extension 5323 on a hospital phone). The office is open 24 hours per day, seven days a week.
Patient and Family Learning Centre

St. Michael’s Hospital cares about your health. Find free reliable health information in our resource centre for patients and families. Visit us Monday to Friday, 9 a.m. to 2 p.m. in Room 6-004, 6th floor, Cardinal Carter Wing.

You can also contact us by telephone or email:

  Telephone:  416-864-6060 extension 2522
  Email:  patientandfamilylearning@smh.ca

Or you can visit the Learn About Health website:

  www.stmichaelshospital.com/learn/

Trained volunteers can help you find the information you need, or you can use our computers to search on your own. Our volunteers can help you:

  • Search the Internet for reliable health information
  • Find videos, audio recordings and print information
  • Order a custom information package on the topic of your choice

Volunteers cannot provide medical opinions or advice. Discuss all medical decisions with your health care team.

Books, DVDs and audiobooks

You can borrow health related books, DVDs and audiobooks for up to three weeks. View our collection online at:

  www.stmichaelshospital.com/learn/patient-family-learning-centre.php

or come and visit the Centre.
Patient Library

The Patient Library and Reading Room is on the 5th floor of the Bond wing in the back of the Sullivan Lounge waiting room. This library has books and magazines that are free to borrow. The library also runs a book cart that brings books and magazines to the bedside.

Patient Relations

Contact our Patient Relations team about your 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, Bond Wing, room 1-050. Please check the location before visiting, as the office will be moving into a new location in 2017.

Office hours are 8:30 a.m. to 4:30 p.m., Monday to Friday.

You can also contact us by phone at 416-864-5215 or email patientrelations@smh.ca to share your feedback with us.

For more information, please visit www.stmichaelshospital.com/patients/patient-relations
Security

Our Security department ensures that people in the hospital are safe and hospital resources are secure. Security staff are available to help staff and families.

The Security office is on the first floor of the Cardinal Carter Wing, across from the Cardinal Carter North elevators. To speak directly with Security, call 416-864-5323 (extension 5323 on a hospital phone). The office is open 24 hours per day, seven days a week.

Spiritual Care

Spiritual care is an important part of caring for you as a whole person. At St Michael’s there is a chaplain available 24 hours a day, seven days a week. Chaplains are members of your health care team who specialize in attending to spiritual, emotional and religious needs of patients and families.

Chaplains can help you to reflect on what is important to you. They can also help your health care team understand the values and beliefs that guide your decisions about your care.

Chaplains 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 group. If you would like to see a chaplain, please call 416-864-5324 or page 416-685-9234 and leave a number where you can be reached.
Amenities

Chapel

The St. Michael’s Chapel is available for prayer, reflection and services of worship. Hospital clothes are acceptable. Mass times and other worship service times are posted on the Chapel door.

The Chapel is in the Bond Wing, 3rd floor, Room 3-006.

Alternate Sacred Space

Sacred Space is available for personal prayer, reflection or meditation. This is a very simple multi-faith space.

When you are finished with the room, please remove any symbols of your faith.

Room 3-010 Bond Wing, 3rd floor. The door code is 2512*.

Bank/cash machines

24 hour cash machines are located in the Queen Street lobby and the Marketeria. All proceeds are donated to St. Michael’s Hospital.
Gift Shop

The Marion Palmer Gift Shop offers a variety of gift and personal care items from balloons and flowers to magazines and clothing. The gift shop is run by volunteers. Proceeds help support amenities and lounges for patients and families.

The Gift Shop is in the Marketeria on the 6th floor, Cardinal Carter Wing. Our hours are posted at the shop or you can go to: www.stmichaelshospital.com/patients/giftshop.php.

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.

Internet access

Internet and computer access is available in selected lounges and the Patient and Family Learning Centre.

Wifi is also available. Under wifi/internet settings, select “Other” and enter: SMH_Guest. No password is needed.

Mailboxes

There is a mailbox located in the hallway just past the Bond Street entrance. Postage stamps are available in the Gift Shop.
Pharmacy

Prescription Care Centre is owned and operated by St. Michael’s Hospital and open to the public. Our qualified staff has experience in many areas including: asthma, cystic fibrosis, diabetes, HIV/AIDS, kidney transplant, oncology, tuberculosis, and heart and vascular conditions.

Our pharmacists can also give you tips on lifestyle changes to help you achieve better health outcomes. In addition to prescription and non-prescription medications, we stock or prepare many specialty products. These include compression stockings, diabetic supplies, compounded eye drops, respiratory aids, blood pressure and glucose monitoring devices.

Location: Donnelly Wing, Room B1-034
Phone: 416-864-5110
Email: prescription@smh.ca
Web: www.prescriptioncarecentre.ca

Open Monday to Friday, 8:30 a.m. to 6 p.m.; Saturday, 10 a.m. to 3 p.m. Closed Sundays and statutory holidays.

Public telephones

Pay phones are located in the Queen, Bond and Shuter Street entrances as well as near nursing stations, outpatient clinics and doctors’ offices within the hospital.
Retail food locations

Marketeria and Tim Hortons: 6th floor, Cardinal Carter Wing. For our current hours, go to: www.stmichaelshospital.com/programs/nutrition/retail.php.

Second Cup: Queen Street entrance (Donnelly Wing). Open 24 hours a day, seven days a week.

Vending machines: 6th floor, Cardinal Carter Wing across from the Marketeria.

Taxis

Direct phone lines to Beck Taxi are located at the Queen and Bond Street entrances.

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

Wheelchairs

Wheelchairs are available in the Queen Street lobby, across from the Information Desk.
About St. Michael’s Hospital

Our Mission, Vision and Values

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 Hospital remains dedicated to treating all with respect, compassion and dignity.

At St. Michael’s Hospital, we recognize the value of every person and are guided by our commitment to excellence and leadership. For a full description of our mission, see our website:

www.stmichaelshospital.com/about/mv.php

Our Vision

World leadership in urban health.

Our Values

- Human Dignity
- Excellence
- Compassion
- Social Responsibility
- Community of Service
- Pride of Achievement

Your values and priorities help to guide our work. See our Patient Declaration of Values on our website at

www.stmichaelshospital.com/about/declaration.php.

This declaration is based on responses from over 1000 patients, family, caregivers and outside organizations.
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 six dimensions of quality adapted from the Institute of Medicine. These six dimensions include: safety, outcomes, access, patient-centred, equity and efficiency.

For more information about our plans for quality improvement, see our website at www.stmichaelshospital.com/quality

Privacy

St. Michael’s is committed to ensuring the privacy of patient information. Protecting patient privacy is not only the law, but it is an extension our values.

We collect personal health information such as your name, date of birth, address, 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.

Your privacy is protected under Ontario’s privacy legislation, known as the Personal Health Information Protection Act, 204 (PHIPA). This legislation governs how we collect, use, disclose and dispose of patient health information.

You may access and correct your personal health records, or withdraw your consent for some uses. For further details, read our information practices statement at www.stmichaelshospital.com/info-access-privacy. You can also call our Privacy Office at 416-864-6088 or email privacy@smh.ca
How to give back – The St. Michael’s Hospital Foundation

Consider giving back to St. Michael’s Hospital for the care you received. Say thanks to your caregivers with a gift in their honour.

The St. Michael’s Hospital Foundation relies on people like you, former patients and grateful family members who believe in St. Michael’s mission of caring. Your donation can contribute to life-saving treatments, equipment and research to help fellow patients and families in their time of need.

We also need your help to update our facilities. St. Michael’s Hospital is embarking on a series of projects to transform care at the hospital, including:

- a new 17-storey patient care tower at the corner of Queen and Victoria Streets
- an expanded Emergency Department
- significant upgrades to improve the hospital

How to make a gift

It’s easy to make a donation to the St. Michael’s Hospital Foundation:

- Visit our office at Donnelly 1-025
- Call 416-864-5000
- Online at stmichaelsfoundation.com
How to get involved

Become a Patient and Family Advisor

We want to hear from you: our patients and families. Join our Patient and Family Advisory Council. For more information, please email PatientandFamilyAdvisor@smh.ca or visit www.stmichaelshospital.com/patients/patient-engagement.php.

Volunteering 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.

Please visit www.stmichaelshospital.com/volunteer to explore the volunteer program. Our volunteers truly make a difference every day.

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

To learn more about the hospital, please visit:

- Our website: www.stmichaelshospital.com
- Facebook: www.facebook.com/StMichaelsHospital
- Twitter: www.twitter.com/StMikesHospital
- YouTube: www.youtube.com/StMichaelsHospital
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Information request form
Patient and Family Learning Centre

If you want to learn more about a health topic, the Patient and Family Learning Centre can create a custom information package for you. This free service is available for all patients or patient family members of St. Michael’s Hospital.

Please fill out this form and deliver it to the Patient and Family Learning Centre.

If you cannot come to the centre, please call or email us.

Today’s Date: __________________________________________

Your Name: ___________________________________________

How would you like to receive your health information?

☐ Pick-up: My phone number is: ___________________________

☐ E-mail: My e-mail address is: ____________________________

☐ Mail: My home address is: _______________________________________________________

______________________________________________________

I am looking for health information on:
(Please describe the information you need. Please give as many details as possible).

For more information contact us at:

Patient & Family Learning Centre
St. Michael’s Hospital
Room 6-004, 6th Floor Cardinal Carter
Toronto, ON M5B 1W8
416-864-6060 extension 2522
patientandfamilylearning@smh.ca

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