



**NORTHERN
HEALTH REGION**

Patient Information Handbook



November 2023

Welcome / Tansi / Bienvenue!

The Northern Health Region (NHR) is an organization dedicated to meeting the health care needs of our communities. This handbook is designed to provide useful information about our services and to make your stay with us as easy as possible. If you require an alternate format of this handbook, please talk to a member of your health care team.

We hope your stay with us is a positive and comfortable one. The health care team involved in your treatment is committed to providing you with the highest possible standard of patient care. Doctors, nurses and other professionals on your team will be pleased to discuss any concerns you may have. We are committed to continually improving the quality of our services.

The Acute Care team involved in your treatment is responsible for providing you with the best possible standard of care. We invite you to partner with us. At the back of the handbook we have provided you with a personal space to note any questions or concerns that you may have so that you can discuss them with the members of your health care team.

Respectful Workplace

It is important that our staff, clients, visitors and volunteers are respected and feel safe at all times. The Northern Health Region will not tolerate violence or abuse directed at staff, clients, visitors or volunteers. Please help us make this a safe place for everyone.

Accessibility

We can offer service in different ways, please ask a member of your health care team.



Vision

Accessible, respectful, inclusive and safe healthcare for everyone.

Mission

We provide healthcare in a way that grows trust, inclusion and an understanding of patient needs to provide the best patient experience. We do that through people centered care and supporting our staff in a respectful, culturally safe environment. We are committed to meaningful partnerships with Indigenous partners, government agencies and other healthcare organizations as we strive to bring timely, equitable access to healthcare for the North

Values

Trust

- Open, truthful and clear communication
- Providing culturally safe, compassionate care
- Being consistent and courageous in our thoughts, work and actions

Respect

- Being active listeners
- Valuing collective wisdom
- Treating people as a unique individual with their cultural identity, history and traditions

Integrity

- Being accountable and responsible for our actions good and bad
- Doing what is honest and right, not what is easy
- Respecting ourselves and others

Compassion

- Being empathetic-genuinely seek to understand each person's experience
- Meeting people where they are, not where we want them to be
- Treating others as we wish to be treated- with kindness, courtesy, grace and respect

Humility

- Using every experience as an opportunity for self-reflection in order to learn and grow
- Hearing and addressing our own strengths and weaknesses
- Being considerate of others

Strategic Directions

Eliminate Indigenous Specific Racism

Provide a Positive Patient Experience

Healthy Workforce

Sustainable and Adaptable Organization

Patient Values

Trust & Confidentiality

Accessibility & Responsiveness

Continuity of Care & Information Sharing

Quality & Safety

Table of Contents

| | |
|---|-----------|
| Pre-Admission Information..... | 7 |
| Admission Information | 8 |
| Staying & Visiting | 10 |
| Parking..... | 11 |
| Fire Safety..... | 11 |
| Smoke and Vapor Free Environment | 11 |
| Patient Meal Services | 11 |
| For Your Comfort | 12 |
| Telephone | 12 |
| Cellular Phones..... | 12 |
| Television | 12 |
| Internet..... | 12 |
| Patient Well Wishes | 12 |
| Personal Support | 13 |
| Indigenous Health Department | 13 |
| Interpreter Services..... | 13 |
| Spiritual Care Services | 13 |
| Patient Advocate | 13 |
| Patient Safety | 14 |
| It's Safe to Ask | 14 |
| Medication Safety | 15 |
| Other Patient Safety Information..... | 16 |
| Bedside Reporting | 16 |
| White Boards | 16 |
| Guidelines for Parents Rooming In | 17 |
| Blood Clots | 18 |
| Pressure Injuries | 20 |
| Skin Tear | 21 |

Table of Contents cont'd

| | |
|---|-----------|
| Falls Prevention | 22 |
| Compliments and Complaints | 23 |
| Patient and Public Engagement..... | 24 |
| Patient Rights and Responsibilities | 26 |
| | |
| Personal Health Information | 27 |
| | |
| Discharge Planning | 28 |
| | |
| Northern Health Region Programs and Services | 30 |
| Contact Information..... | 32 |
| Nursing Stations..... | 35 |
| Questions and Notes | 36 |

Pre-Admission Information

Patient Identification & Documents

Before you come to the hospital, please check to ensure that you have the following items with you:



Provincial Health Card

(The Health card, be it Manitoba or out of province entitles the person(s) named on the certificate to health benefits. It is how registration staff can verify the correct patient is being registered and the most current demographic information is being collected.)

Photo Identification

Other Health Insurance Cards

Status Card/ Treaty Number, if applicable

Personal Items to Bring with You

All prescriptions and over the counter medications in their original containers including vitamins and herbal supplements in their original containers; or a list of your current medications

A list of all allergies, types of reaction you have, Medical Alert Identification

Unscented personal care/ toiletries items (e.g. toothbrush, toothpaste, Kleenex, shampoo, soap, deodorant, shaving supplies, slippers and housecoat.)

Dentures, glasses, hearing aids (please bring case for them)

Large personal items such as wheelchairs or walkers (please label)

Clothing to wear home

All items necessary to take your new baby home (car seat, baby clothes and blankets)

A favorite book

Do not Bring

- Valuables, (e.g. jewelry, credit cards, etc)
- Large amounts of money
- Perfumes or highly scented products

Note: The Northern Health Region assumes no responsibility for loss or damage to any personal belongings, including money.

Admission Information

Admission

Admission to the hospital is arranged by your health care provider. If you have a planned admission, you should arrive at the hospital as communicated by your health care provider.

Emergency cases will be admitted as needed.

When young children are admitted, parents/guardians are encouraged to stay to supervise and provide emotional support. Parents / guardians are responsible for their own meals.

Identification Bracelet

When you are admitted to the hospital, you are given an identification bracelet. An additional bracelet will be provided if you have allergies.

Patient identification is a key factor in the safe delivery of health care. Letting people know who you are is one way you can help to make your health care safer!

DO NOT remove your bracelet until you are discharged from the hospital. Please notify nursing staff if you require a replacement bracelet.

Leaving the Unit

For your safety, please notify a member of your health care team before leaving the unit, before going to a different area of the hospital, or before going outside of the hospital.

Health Care Directive (Living Will) and Advance Care Planning

As part of the admission process, you may be asked whether you have a Health Care Directive (Living Will). This legal document outlines your health care preferences, and may also provide the name of the decision-maker who will speak for you if/when you are unable to state your wishes. Advance knowledge of this document helps your health care team to plan your care. You may also be asked about your end-of-life care wishes. Your health care team will review advance care planning with you and/or your loved ones. This conversation will assist the health care team to direct your care when/if you are no longer able to express your wishes.

Health Care Directive (Please type or print legibly)

This is the Health Care Directive of:

Name _____
Address _____ City _____
Province _____ Postal Code _____ Telephone _____

Part 1 – Designation of a Health Care Proxy
You may name one or more persons who will have the power to make decisions about your medical treatment when you lack the ability to make those decisions yourself. If you do not wish to name a proxy, you may skip this part.
I hereby designate the following person(s) as my Health Care Proxy:

Proxy 1
Name _____
Address _____
City _____
Province _____ Postal Code _____
Telephone _____

Proxy 2
Name _____
Address _____
City _____
Province _____ Postal Code _____
Telephone _____


(Check / one choice only) For an explanation of "consecutively" and "jointly" please see the reverse side of this form.
If I have named more than one proxy, I wish them to act:
 consecutively OR jointly

My Health Care Proxy may make medical decisions on my behalf when I lack the capacity to do so for myself.
(Check one choice only)
 with no restrictions with restrictions as follows:

Part 2 – Treatment Instructions
In this part, you may set out your instructions concerning medical treatment that you do or do not wish to receive and the circumstances in which you do or do not wish to receive that treatment.
REMEMBER – your instructions can only be carried out if they are set out clearly and precisely. If you do not wish to provide any treatment instructions, you may skip this part.

Part 3 – Signature and Date
You must sign and date this Health Care Directive. No witness is required.
Signature _____
Date _____
If you are unable to sign yourself, a substitute may sign on your behalf. **The substitute must sign in the presence of a witness** or you must acknowledge the signature of the substitute a witness. The proxy or the proxy's spouse cannot be the substitute or the witness.
Name of substitute _____
Address _____
Signature _____
Date _____
Name of witness _____
Address _____
Signature _____
Date _____

MG-3598 (Rev. 10/21)

Manitoba 

Staying & Visiting

Visiting In Patient Care Areas

Family and friends are an important part of your recovery. We encourage and welcome visitors and the support they bring. To respect the comfort and privacy of other patients, family and friends are encouraged to visit at appropriate times, please discuss with your health care team.

Visitors are asked not to use the bathrooms located in patient rooms for the safety and health of the patients. Public washrooms are available for visitors throughout the building.



Parking

Free public parking is available at all Northern Health Region facilities in designated areas.

Fire Safety

Please do not be troubled if you hear a fire alarm. Fire drills are held regularly to prepare for patient safety if a fire occurs. A member of your health care team will tell you if there is anything they need you to do.

Smoke and Vapor Free Environment

The Northern Health Region is a smoke and vapor free organization. Smoking or vaping and the use of commercial tobacco products or cannabis by patients, clients, visitors, staff and the general public is not allowed on any property owned or operated by the Northern Health Region. Please talk to a member of your health care team if you require information about options available for your commercial tobacco or cannabis use while staying in our hospitals.

Patient Meal Services

Your diet has been ordered for you based on your needs. If you have special dietary considerations or intolerance, please speak to a member of your health care team. If you have specific concerns regarding your diet during your stay, please ask to speak to the registered dietician.

We also ask that you check with a member of your health care team before accepting food from family or friends.



For Your Comfort

Telephone

Please check with the staff on your unit to see if telephone services are available on your unit. Public pay telephones are available in the main entrance lobby.

Cellular Phones

Please check with the staff regarding cell phone usage on your unit. Please note: photographs and video taping is prohibited in our facilities to respect the privacy of patients and staff unless prior consent is given.

Television

Please check with the staff on your unit to see if televisions are available in your room.

Internet

Complimentary high-speed wireless Internet service is available in patient rooms and in most public areas.

Patient Well Wishes

Well Wishes are designed to provide family and friends convenient access to patients in Northern Health Region facilities by using e-mail to send messages. For more information or to send a patient well wishes, please visit www.northernhealthregion.com



Personal Support

Indigenous Liaison

Indigenous Liaisons are available in Flin Flon, The Pas and Thompson hospitals to assist you with addressing cultural and language barriers. They can also help you deal with the impact of illness and hospitalization, provide cultural, spiritual and emotional support as well as help you make connections with family members, elders and community organizations.

Elders/ Knowledge Keeper

Provides guidance and support to patients, families and staff in the Northern Health Region (NHR). Share traditional knowledge and values about culture, spirituality and medicines from an Indigenous holistic perspective. Elders work closely with Indigenous Liaisons and NHR staff to engage with patients and families in helping them to adjust to hospitalization and their subsequent care. Elders also assist with promoting cultural understanding within the NHR.

Interpreter Services

Interpreter services are available to help patients and their families communicate with care providers when language barriers exist. Please speak to your health care provider to access these services.

Spiritual Care Services

Please inform your health care team any time you feel that you need spiritual care, so they can help arrange this for you. If you wish to have a visit from a member of your faith or a hospital Spiritual Care Coordinator please ask a member of your health care team.

Patient/ Resident/ Client Advocate Agreement

When you receive health services, you may enlist the help of a trusted friend or family member to support you and/or act on your behalf. This person is your patient/resident/client advocate and can be present during your interactions with a healthcare provider. He or she can speak with your health care providers however they cannot make decisions about your health care. Ask a member of your health care team for a Patient/ Resident/ Client Advocate Agreement.

<https://sharedhealthmb.ca/wp-content/uploads/patient-advocate-agreement.pdf>

Patient Safety

The Northern Health Region is committed to delivering safe, quality care through a people centered experience. People centered care means that patients and families are involved as partners in their health care which adds to the safety of patients. Here are a few things you and your family can do to help us keep you safe:

It's Safe to Ask

It's Safe to Ask encourages patients and families to request the information they need in order to become active participants in their care. Ask your health care provider or pharmacist:

- What is my health problem?
- What do I need to do?
- Why do I need to do this?

Ask

Ask questions until you feel comfortable. It is important that you understand as much as possible about the care you receive.

Listen

Listen to what your health care provider is saying. If you do not understand, tell them and ask more questions.

Talk

Talk to your health care provider about any problems you are having. You should share any important information that can help us provide better care to you.

For more information on patient safety, please ask to speak to a Patient Safety Coordinator or visit the Shared Health Manitoba website at:

[Shared Health – Our Manitoba. Healthier. Together.
\(sharedhealthmb.ca\)](http://sharedhealthmb.ca)



Medication Safety

Keep a list of all the medications you are taking. This includes traditional medicine, over the counter medicines (non-prescription), vitamins and herbs. Bring your medication list and all the medications you take to the hospital. Tell your health care provider if you have allergies to any medications, foods or anything else. If you don't know why you are receiving a medication, please ask. While in our care, do not take any of your home medications unless it is approved by your health care provider.

Patient Identification

For your safety we will be checking your identification (for example, your name and date of birth). For patients with long-term relationships, where the health care team is familiar with you, we may use facial recognition as a means of identification. If a member of your health care team checks your identification, we have not forgotten who you are, this is just another safety check.

Bedside Reporting

People centered care is a priority for the Northern Health Region; bedside reporting is one way we ensure we are providing client centered care. Bedside reporting means your health care team will communicate during shift reports at your bedside. This means the healthcare team will share information about you and your care, with you. Your participation is important, appreciated and valued by your health care team. Participating with your health care team will give you the opportunity to contribute information, correct inaccuracies, ask questions.

We encourage and value your participation however; you may choose not to participate at any time.

White Boards

Each patient room will have a white board. The purpose of the white board is to provide standardized communication for patients, families and providers. This will help to ensure you are aware of who your care team providers are, what your care needs are, and a place for you and/or family designate to write down questions or concerns related to your care. This board will be updated during bedside reporting.

Guidelines for Parents Rooming In

Please review the following guidelines in order to make this a positive stay for everyone.

1. Space is limited; therefore, only one parent or guardian may remain in the hospital overnight.
2. Sleep accommodations are available on a first come first serve basis, with the understanding that the child cannot sleep on the bed/chair/mat with the parent.
3. Linen for sleep chairs and mats will be provided. Sleep chairs/mats and linen should be folded neatly during day hours. Pajamas will not be provided to the parent.
4. The child cannot be taken off the ward until discharge.
5. Please check with staff before sharing food/drink with your child to see if it complies with the Doctor's orders.
6. As parents/guardians, you are encouraged to help with your child's basic care. The nurse will give medications and treatments. Staff may teach you to help with some treatments. It is important for you to participate as much as possible in the care of your child as this will help to lessen the anxiety and fear that often comes with hospitalization.
7. When your child requires oxygen, please make sure it remains on the child at all times. Please follow the nurse's direction with regard to removal of the oxygen.
8. If you need to leave the floor please arrange for an alternate caregiver to be present with your child. Advise a nurse before you leave how you can be reached in case of an emergency. For security reasons, please return to facility by 9:00 pm.

If you have any questions or concerns, please feel free to ask the nurse assigned to your child, the nurse in charge, the Nurse Manager, or the Indigenous Liaison.

Isolation Precautions

At times, it may be necessary to have steps in place to protect you, our staff and your family. If you have been placed on isolation precautions, there will be a sign at the door of your hospital room to remind visitors and health care workers which precautions are needed. Staff and visitors will wear personal protective equipment when they have contact with you. The equipment may include isolation gowns, masks, eye shields and gloves. However, the equipment depends on what type of precautions you are on. If you leave your room, you may have to put on equipment. A member of your health care team will discuss the precautions with you, so that you understand what this means for you.

Hand Hygiene

It is important that our staff, patients, volunteers, and visitors take steps to prevent the spread of infections in our hospital. We need to protect the health of our patients, staff and visitors. Proper hand hygiene is one of the most effective ways of preventing infections and the spread of germs in our hospital.

It is important that you clean your hands before eating, after using the washroom, coughing and sneezing. Also, it is important that your family and visitors wash their hands before and after touching you and or any objects in your room.

It is okay to remind your health care providers to clean their hands before providing care to you. Use the alcohol based hand rubs located throughout the building or clean your hands with soap and water. If you need help, please ask.



Blood Clots: Know the Facts

The chance of getting a blood clot is higher if:

- You are in hospital for an illness
- You had recent surgery
- You had a serious injury, especially if it involves an arm or leg
- You are not very mobile or sit for long periods of time
- You have cancer
- You have had a stroke or heart attack
- You have diabetes
- You have an inflammatory illness, such as rheumatoid arthritis
- You have lung disease
- You are pregnant or recently had a baby
- You are 60 years of age or older
- You are overweight
- You smoke
- You or a close family member has had a blood clot before
- You are taking estrogen medicines such as birth control pills or hormone replacement



Blood Clots: How Can you Reduce your Risk?

- Stop smoking
- Manage your weight with exercise and by eating a healthy diet
- Keep moving. Walk or move your legs or feet as much as possible
- Make sure to have enough fluids to drink (6-8 cups a day) unless told otherwise by your health care provider
- Get your blood pressure checked regularly and take steps to lower it if necessary
- Limit intake of alcohol and caffeine
- Tell your health care provider all medications you are taking including herbal and natural medicines

If your chance of getting a blood clot is high before, during or after a hospital stay, you may be given an anticoagulant (blood thinner) to prevent blood clots from forming or a compression device to help keep the blood in your legs flowing.

Symptoms of a clot in your limb may include:

- New swelling, pain or soreness (in one of your limbs such as your calf, leg or arm)
- The skin on your limb feels warm or looks discoloured (red, purple or blue)

Symptoms of a clot in your lung may include:

- Sudden shortness of breath that you cannot explain
- Chest pain when you take a deep breath
- Feeling faint or coughing up blood

If you notice any of the symptoms above, please inform a member of your health care team immediately.

Pressure Injuries

A pressure injury (bedsore) is an injury to the skin and tissues below the skin. It can be caused by sitting/lying in one position for too long or can be related to medical device. Pressure Injuries usually occur over bony prominences such as the buttocks, hips, heels, elbows and shoulders, which take most of the weight when you are lying in bed or sitting.

Pressure injuries begin as red or purple areas, but can become larger and damage the skin and deeper tissues underneath the skin if not treated.

There are a few things you can do to prevent pressure injuries such as:

- Change Positions
 - In bed every two hours
 - In a chair at least every hour
 - If able to move independently, change position every 15 minutes
- Look after your health
- Make sure you eat a healthy well balanced diet and stay hydrated
- Make sure you drink enough sugar free liquids
- Stay active, walk, move and do as much for yourself as possible
- Protect your skin from heat and moisture
- Keep skin clean and moisturized
- Clean skin with gentle, unscented soap and warm water
- Limit layers of blankets and padding under your body
- When changing positions do not pull or drag yourself. Instead roll or lift
- Avoid repetitive movements like rubbing your feet on the sheets

Skin Tear

A skin tear is a wound that results from tearing two layers of your skin. It occurs when you rub your skin against clothing, sheets or hit your arms and legs against objects, such as the side of the bed.

Skin tears usually happen on hands, arms and legs since they are most often not covered and protected by clothing. People with very thin, fragile skin are more prone to this type of injury.

There are a few things you can do to prevent skin tears such as:

- Avoid taking long hot baths; shower with warm water instead
- Do not use soaps and alcohol based cleansers; Use mild body wash
- Do not scrub your skin
- Apply moisturizers to your skin after washing while skin is still damp, but not wet
- Keep your fingernails short
- Do not scratch your skin
- Wear long sleeves and long pants and appropriate foot wear whenever you can
- Eat a healthy diet
- Drink plenty of sugar free fluids
- Do not use sticky items, such as Band-Aides on the skin; use paper tape instead

If you observe any skin changes ensure you report them to your health care provider.

Falls Prevention is Everyone's Responsibility

Reducing falls and injuries from falls

If you are asked not to get up without help, please don't. Call us to help you if you need to use the bathroom or to sit/stand up. It is important you wear proper fitting footwear with non-skid soles that have closed toes and heels to help prevent falls. If you have a call bell, make sure you can reach it so you can call for help.

The falls prevention interventions within the SAFE acronym are implemented by all staff for all acute care clients.

Safe environment

- At least one bottom bed rail down unless assessed otherwise
- Pathways clear of clutter and tripping hazards
- Bed brakes and chair brakes are on
- Appropriate lighting

Assist with mobility

- Mobilize at least twice daily if medically appropriate
- Safe and regular toileting
- Transfer/Mobility assist documented
- Glasses, hearing and mobility aids within reach and in good working condition

Fall risk reduction

- Call bell within reach
- Bed height adjusted to ensure safe mobility
- Personal items within reach
- Non-skid footwear available and in use

Engage client & family

- Risk factors discussed with client and family
- Mutual plan developed with Health Care Team, client and family



What to do if you have a Compliment, Concern, Complaint, or Patient Safety Concern

The Northern Health Region is committed to improving your experience with the health care system. Tell us if you have concerns or suggestions for improvement. Your input will help us do a better job.

Patient Experience Representatives are in place to respond to your concerns if you are unable to find answers to your questions. If you have questions or concerns about the care or service you or a family member received, or any patient safety concerns you should:

- Speak first with the staff and physicians involved with your care.
- Speak with the unit manager if you still have unanswered questions.
- Speak with a Patient Experience Representative if you require further assistance.

If you would like to speak with the Indigenous Experience Representative to help with your concerns, provide cultural understanding and assistance, please let us know.

Contact information for the Patient Experience Department at:

Phone: 1-888-340-6742 (toll free) or 204-687-9320

Email: patientexperience@nrha.ca

Mail: Patient Experience Department
Northern Health Region
PO Box 340 Flin Flon, MB
R8A 1N2

Patient and Public Engagement

Patient Experience Surveys

When you get home, you may be selected to participate in a survey about your experiences during your recent hospital stay.

It is always our wish to provide the highest quality services, and your responses will help us to know where we could make improvements. The survey will arrive via mail and can be completed online or in paper format.



Opportunities for Involvement

The Northern Health Region has many ways for you to get involved. Some ways you can join us as a volunteer are:

Program Volunteers

- deliver Meals on Wheels
- provide escorts for community seniors and numerous recreation activities in our Long Term Care Homes

Health Care Advisors

- share your health care experience
- participate in quality improvement projects or committees to provide patient input into different aspects of the health system
- provide feedback by reviewing specific policies, processes, or patient education materials
- participate in surveys or focus groups

If you are interested or would like more information contact information for the Patient Experience Department at:

Phone: 1-888-340-6742 (toll free) or 204-687-9320

Email: patientexperience@nrha.ca

Mail: Patient Experience Department
Northern Health Region
PO Box 340 Flin Flon, MB
R8A 1N2



Patient Rights & Responsibilities

As a patient, it is my *right to*:

- have my health care team deliver my care in a trustworthy and confidential manner;
- have the relationship that I have with my health care team be built on trust, confidentiality and respect;
- have access to appropriate health care services in a timely manner;
- receive relevant, timely, appropriate care to give me the best health outcomes;
- have my health care team share timely, correct information with me and all health care providers involved in my current care;
- receive the best care, in the right place at the right time;
- receive the best care in a safe place.

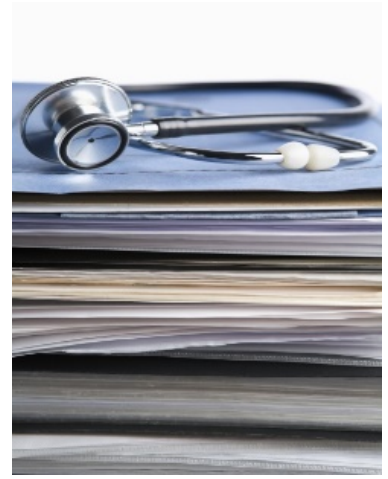
As a Patient, it is my *responsibility to*:

- share information with my health care team honestly, without fear and/or judgement;
- actively participate in my care and work with my health care team;
- participate with my health care team in decisions about my current and ongoing care;
- work with my health care team to make the best health care plan for me;
- ensure I understand what is happening so my health care team and I can make the best decisions for me.

If you feel your patient rights are not being met, please speak to a member of your health care team or contact our Regional Manager Patient Experience and Public Engagement by calling toll free 1-888-340-6742.

Personal Health Information

The Northern Health Region will protect your personal information and personal health information in keeping with The Freedom of Information and Protection of Privacy Act (FIPPA) and The Personal Health Information Act (PHIA). We only collect, use and disclose your personal information and personal health information as permitted by FIPPA and PHIA.



Your health care team requires access to your personal health information to provide your necessary health care services. Members of your health care team are only allowed access to the information they need to give you the care you need. In some cases, we may also share some information about you, without your consent. Some of those reasons are; providing you with health care, to receive payment for care (i.e. private insurers), to do health care planning, evaluation, research or as required by law.

Unless you tell us not to, we may also share:

- Your general health status with your family, friends, and other upon request;
- Information about your current care with your family and close friends, if we believe that it is acceptable to you;
- Your name, general health status, and location in the facility with a representative of a religious organization.
- Your name and address to a charitable foundation associated with our facility you have received care in.
- Your health information with any health care provider who in the past, present or future will be providing you with health care.

If you tell us not to share your information, we will not do so, unless required by law.

Accessing Your Personal Health Information

You have the right to examine (view) or receive a copy of your health information and the right to request a correction to your personal health information that you think is inaccurate or incomplete.

If you would like access to your health information please contact the Health Information Management department in your nearest hospital to obtain a request form or visit our website at

www.northernhealthregion.com

Discharge Planning



Preparing to Go Home

Most people do not want to stay in the hospital any longer than they need to. Once you no longer need hospital care, the best place for you to recover is at home with the support you need.

When will you go home?

Your doctor or nurse practitioner will discharge you from the hospital when you are medically stable and they feel it is safe for you to go home.

What should you do to prepare?

- Please arrange to have someone pick you up on the day that you are discharged
- Make a list of what you will need before you leave the hospital
- Your nurse will review any instructions and prescriptions with you – make sure you clarify any questions you may have.

Be sure you understand:

- The reason for your admission;
- Any follow-up appointments;
- Any diet or activity restrictions;
- Any danger signs to watch for after your discharge;
- Changes to your medications;
- Who to call with questions;
- Any community services that you might need to access.

How Can You Help?

We encourage you to be an active participant in patient education offered by your health care team, as they will help you learn to manage your health care needs. Being an active partner in planning for your return home will allow you to do so safely and in a timely way.

Family Doctor Finder

It is important to have a family doctor or nurse practitioner to help you stay healthy, prevent illnesses, and address your health concerns. The Family Doctor Finder program is an easy and personalized service to help you and your family get connected with a family doctor or nurse practitioner who best meets your needs.

To get connected with a family doctor or nurse practitioner, contact the Family Doctor Finder program toll-free at 1-866-690-8260, online www.gov.mb.ca/health/familydoctorfinder visit the NHR website at www.northernhealthregion.com or contact your primary care connector directly at 204-778-3607.

Health Links / Info Sante

Health Links /Info Sante is a 24-hour/ 7 days a week telephone information service staffed by Registered Nurses with the knowledge to provide answers to your health care questions and to guide you to the care you need. Call anytime (204) 788-8200 or toll-free 1-888-315-9257.

Northern Patient Transportation Program (NPTP)

The Northern Patient Transportation program (NPTP) is a provincial government program administered by the Northern Health Region. The Program subsidizes the travel costs of Northern residents to attend required medical appointments outside of the region. A Manitoba Health card or treaty status is a requirement for coverage. Patients with treaty status living off reserve or non-treaty patients living on reserve are covered by NPTP.

For more information about the NPTP program visit the NHR's website at www.northernhealthregion.com or call toll free 1-888-340-6742 to be directed to the office in your area.

Northern Health Region Programs and Services

The following programs and services are provided throughout the Northern Region:

Acute Care

Addiction Services

- Rosaire House Addiction Centre in The Pas
- Hope North Recovery Centre for Youth in Thompson
- Rapid Access to Addictions Medicine (RAAM) Clinic in Thompson

Community Cancer Care

- Cancer Care Navigation Services
- Chemotherapy
- Home Cancer Drug Program

Continuing Care Programs (including Home Care and Long Term Care services)

Diagnostic Services-Shared Health Manitoba

- Lab
- X-Ray
- Ultrasound
- CT (The Pas and Thompson)

Diabetes Programs

Dialysis / Renal Care

Emergency Departments

Emergency Medical Services (EMS)-Shared Health Manitoba

Family Doctor Finder

Indigenous Health Department

MB Telehealth

Mental Health

Midwifery Services

Northern Patient Transportation Program

Obstetrics

Palliative Care Services

Primary Care Services

Public Health Care

Rehab Services—including audiology, physical and occupational therapy, speech and language therapy

Respiratory Care

Social Services

Spiritual Care Services

Surgery / Day Surgery

Volunteer Programs—including Health Auxiliaries and Meals on Wheels

For information on services located in your area or for a full list of locations, and programs and services contact 1-888-340-6742 or visit our website at:

www.northernhealthregion.com

Contact Information

General Information

Toll-Free 1-888-340-6742
Website www.northernhealthregion.com
Email northernhealthregion@nrha.ca

Regional offices

Flin Flon

Telephone (204) 687-1300
Address 84 Church Street, R8A 1L8

The Pas

Telephone (204) 627-6800
Address 163 Edwards Avenue, R8A 1K4

Thompson

Telephone (204) 677-5350
Address 867 Thompson Drive South, R8N 1Z4

Hospitals

Flin Flon General Hospital (204) 687-7591
The Pas Health Complex/
St. Anthony's General Hospital (204) 623-6431
Thompson General Hospital (204) 677-2381
Gillam Hospital (204) 652-2600
Lynn Lake Hospital (204) 356-2474

Clinics

Flin Flon Clinic (204) 687-6130
The Pas Clinic (204) 623-3334
White Water Clinic (The Pas) (204) 623-5899
C. T. Noel Medical Clinic (The Pas) (204) 623-4866

Clinics cont'd.....

| | |
|--|----------------|
| Thompson Clinic..... | (204) 677-1777 |
| Northern Consultation Clinic (Thompson)..... | (204) 677-5314 |
| Thompson Pain Clinic..... | (204) 677-5314 |
| Flin Flon Community Clinic..... | (204) 687-7571 |
| Thompson Continuing Care Clinic | (204) 677-5308 |

COMMUNITY SPECIFIC SITES

Cormorant

| | |
|-------------------------------|----------------|
| Cormorant Health Centre | (204) 357-2161 |
|-------------------------------|----------------|

Cranberry Portage

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|---|----------------|
| Cranberry Portage Wellness Centre | (204) 472-3338 |
|---|----------------|

Flin Flon

| | |
|--|----------------|
| Primary Health Care..... | (204) 687-1350 |
| Homecare & Senior Support Services | (204) 687-4870 |
| Northern Lights Manor..... | (204) 687-7325 |
| Flin Flon Personal Care Home | (204) 687-9630 |

Gillam

| | |
|--------------------------------|----------------|
| Gillam Public Health | (204) 652-2576 |
| Gillam Personal Care Home..... | (204) 652-2600 |

Iford

| | |
|-------------------------------------|----------------|
| Iford Community Health Centre | (204) 288-4348 |
|-------------------------------------|----------------|

Leaf Rapids

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|---------------------------------|----------------|
| Leaf Rapids Health Centre | (204) 473-2441 |
|---------------------------------|----------------|

Lynn Lake

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|------------------------------|----------------|
| Lynn Lake Public Health..... | (204) 356-2519 |
|------------------------------|----------------|

Nelson House

| | |
|--|----------------|
| Nisichawayasihk Personal Care Home | (204) 678-2350 |
|--|----------------|

Norway House

Pinaow Wachi Ltd..... (204) 359-6606

Opaskwayak Cree Nation

McGillivray Care Home (204) 623-5421

Beatrice Wilson Health Centre (204) 627-7410

Oxford House

George Colon Memorial Home..... (204) 538-2560

Pikwitonei

Pikwitonei Health Centre (204) 458-2402

Sherridon

Sherridon Health Centre..... (204) 468-2012

Snow Lake

Snow Lake Health Centre..... (204) 358-2300

The Pas

Primary Health Care Centre (204) 623-9650

The Pas Recreation & Wellness Centre (204) 627-1134

St. Paul's Residence (204) 623-9226

Clearwater Midwives (204) 623-9637

Thicket Portage

Thicket Portage Health Centre (204) 286-3254

Thompson

Northern Spirit Manor (204) 778-3805

Hope North: Recovery Centre for Youth (204) 778-9977

Wabowden

Wabowden Community Health Centre (204) 689-2600

Nursing Stations

Brochet/ Barren Lands Nursing Station

Cross Lake

Easterville/ Chemawawin

Garden Hill

God's Lake

God's River/ Manto Sipi Nursing Station

Grand Rapids/ Misipawistik Nursing Station

Lac Brochet/ Northlands Nursing Station

Moose Lake/ Mosakahiken Nursing Station

Nelson House/Nisichawayasihk Nursing Station

Norway House Nursing Station

Oxford House/Bunibonibee Nursing Station

Pukatawagan/Mathias Colomb Nursing Station

Red Sucker Lake Nursing Station

Shamattawa Nursing Station

South Indian Lake/O-Pipon-Na-Piwin Nursing Station

Split Lake/Tataskweyak Nursing Station

St Theresa Point Nursing Station

Tadoule Lake/Sayisi Nursing Station

Waasagamach Nursing Station

York Landing Nursing Station



NORTHERN HEALTH REGION

Our logo and our Brand tell the story of how we are an integral part of the North, while at the same time one with the land, the sky, the people and nature. Our logo depicts harmony, respect and a deep desire to care for the health and wellbeing of the North, and more specifically, the people.

The MAP – The depiction of a map of Manitoba makes the vastness of the Northern Health Region’s boundaries readily apparent to the viewer. The boundary of the region is further enhanced and delineated by the outstretched wings of the Eagle.

The EAGLE – The Eagle is a universal symbol of strength, power, truth and freedom. For our First Nations communities, the Eagle is the most sacred bird for it carries our prayers to the Creator. The Eagle soars above us all and sees and hears all. The Eagle sits in the East of the Medicine wheel with the direction of leadership and courage.

The Eagle’s wings represent the balance between men and women. They show the interdependence of one upon the other and show both must work together, in cooperation to achieve desired results. In our logo, the eagles’ wings cradle not only the region, but the people of the North, symbolizing health care, or “taking care of”. In some respects, the Eagle can be seen as guarding or protecting the North.

The PEOPLE – The people are represented by the three different sized figures representing the family (father, mother and child) but also the diversity of people within our region and the harmony in which they can live together. Their outstretched arms symbolize welcoming and openness to embrace life and its challenges.

The SUN – The depiction of the rising sun marks the dawning of a new day and its challenges. It also offers hopefulness to our people and gives thanks for life and nature.

