This directory is yours to keep. Please take it home with you when you leave the hospital.

QHC is a reduced-scent environment. Please refrain from wearing scented products when visiting our hospitals.
Dear Hospital Patients and Visitors,

Quinte Health Care is dedicated to the delivery of care that is safe, effective, accessible, and patient and family centered. Our services are provided through four hospitals - QHC Belleville General Hospital, QHC Trenton Memorial Hospital, QHC Prince Edward County Memorial Hospital and QHC North Hastings Hospital. Quinte Health Care has a medical staff of approximately 300 physicians, and more than 1700 employees working together to deliver the best possible care to a diverse region in Hastings and Prince Edward Counties and the southeast portion of Northumberland County.

In addition to highly educated and talented health care professionals, Quinte Health Care is also very fortunate to receive community support from hard-working volunteers who give freely of their time and talents to serve our patients, staff and visitors. Exceptional community support is also evidenced by the numerous donations we receive through the Foundations that support Quinte Health Care. These gifts enable us to purchase state-of-the-art medical equipment in order to improve care for you and your loved ones.

Providing quality care continues to be the priority for us at Quinte Health Care and we are striving to consistently meet your expectations throughout your entire hospital experience. However, if you see an opportunity for improvement at any of our four hospitals, we encourage you to contact our Risk and Patient Concerns Department at ext. 2033. We value your feedback and welcome suggestions. We look forward to serving you during your time with us and extend our best wishes for a positive experience.

Sincerely,

Mary Clare Egberts
President & CEO
Quinte Health Care
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We are constantly changing to meet your needs. Information presented may be subject to change. Revised January, 2012.
WHO WE ARE

Quinte Health Care (QHC) consists of four hospitals:

• QHC Trenton Memorial Hospital
  (in the city of Quinte West, Ontario)

• QHC Belleville General Hospital
  (in the city of Belleville, Ontario)

• QHC North Hastings Hospital
  (in the town of Bancroft, Ontario)

• QHC Prince Edward County Memorial Hospital
  (in the town of Picton, Ontario)

Quinte Health Care provides primary and secondary services to a diverse catchment area of approximately 160,000 people in Hastings and Prince Edward Counties and the southeast portion of Northumberland County. The QHC district covers 7,000 square kilometers and is made up of both urban and rural areas. The district includes Canadian Forces Base Trenton, the largest air force base in Canada.

QHC has more than 260 inpatient beds, four full-service Emergency Departments; Surgical Operating Rooms at three hospitals; a Rehabilitation Day Hospital; a Children’s Treatment Centre; Diabetes Education Centres; and a full range of Ambulatory Care Clinic services. Care is provided at all of our hospitals by well-trained, highly-skilled and dedicated health professionals. These include physicians, nurses, technologists, technicians, support staff, and others. There are more than 1700 employees at QHC and more than 300 medical staff have privileges. The operating budget for QHC is more than $170 million.

Quinte Health Care is governed by a 17-member Board of Directors – 12 volunteer community members and five ex-officio members (President, Chief of Staff, Chief Nursing Officer and President and Vice President of the Professional Staff Association). The Board is responsible for monitoring quality and effectiveness; establishing strategic direction and ensuring financial and organizational viability.

QHC is Fully Accredited by Accreditation Canada

Corporate headquarters are located at QHC Belleville General Hospital:

265 Dundas Street East
Belleville, Ontario K8N 5A9
Phone: 613-969-7400 ext. 2400  •  Fax: 613-968-8234
web site: www.qhc.on.ca
This directory has been prepared to help you get to know Quinte Health Care and QHC Trenton Memorial Hospital ~ the services we provide, the responsibilities we assume and those we ask you to take on.

It’s Your Health Care – Be Involved
You are an essential member of the health care partnership with an important role to play throughout each step of your care. For your safety and to ensure the highest quality care, it is very important that you and your health care providers work together and communicate.

The following five tips outline what you can do to be involved and make informed decisions.

1. Be involved in your health care. Speak up if you have questions or concerns about your care.

2. Tell a member of your health care team about your past illnesses and your current health condition.

3. Bring a complete list of all your medicines with you when you come to the hospital or go to any medical appointment.

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 ask questions and know what to do when you go home from the hospital or from your medical appointment.
WORKING TOGETHER TO COMBAT THE SPREAD OF INFECTION

Hand cleaning is one of the best ways you and your health care team can prevent infections from spreading. The following information, produced by the Ontario Hospital Association, is from their program entitled “Clean Hands Protect Lives”. It is worth repeating here and worth reading again and again. Patients, visitors, and staff all play a part in preventing germs from spreading.

Did you know that germs are most often spread through your hands?
Keeping hands clean is the best thing you and your health care team can do to prevent infections from spreading to others. It is very important in hospitals and other places where the risk of infection is high.

You will be provided with a hand wipe on your meal tray to clean your hands with before you eat.

Your health care team works hard to keep their hands clean as well.
Your health care team plays a big role in preventing the spread of infection. They are committed to giving you clean, safe care.

There are important moments when your health care team should clean their hands, such as:

• Before and after touching objects in a patient’s room and going to another room
• Before and after treating patients
• Before and after special procedures, such as giving a needle
• After contact with body fluids, such as blood or urine

When should your health care team wear gloves?
Wearing gloves does not prevent germs from spreading from patient to patient. So, don’t expect your health care team to always wear gloves. But do expect them to clean their hands at the right time and in the right way.
There are times when your health care team should wear gloves. For instance, they wear gloves when they are treating open wounds or taking blood.

They may also wear gloves when taking care of a patient in isolation. These patients need special care and protection. If you are visiting a patient in isolation, you will also have to wear special protection, such as gloves, a mask, or a gown.

Once your health care team is finished with a task, they will throw the gloves away. They clean their hands carefully both before and after using the gloves.

**As a visitor, when you come to a hospital, hand cleaning is your job too.**

**Think about the times that you would clean your hands at home, such as:**

- Before and after eating
- After using the washroom
- After sneezing, coughing, or blowing your nose.

**Make sure you clean your hands at these times and even more often when you are in the hospital.**

**When visiting someone in hospital remember:**

- Clean your hands before and after visiting a patient
- If you are visiting a patient on isolation precautions, please follow the instructions of staff and as posted on the precautions sign. We ask that you do not visit other patients after visiting a patient on precautions.

**There are two ways to clean your hands.**

**You can clean your hands by using:**

1. Hand rub provided by the hospital. Alcohol hand rinse is easily accessible for handwashing, but should not be used if your hands are visibly soiled.

2. Soap and water using the soap in the dispensers at the sink
   - Use warm running water and soap.
   - Rub hands together briskly for 15 seconds.
   - Rinse hands thoroughly and dry well.
   - Use paper towel to turn off the tap.
After cleaning, make sure your hands are dry before you touch anything. This is very important when you use the hand rub as well.

**Use these tips at home too!**

Visitors who do not feel well should not come to see you.

When you are in the hospital, don’t be shy about telling visitors to stay home if they are not feeling well. That is another big way we can keep infections from spreading in the hospital.

**Remember …**

please do not visit if you are sick with a cough, fever, or have an upset stomach or diarrhea.
PATIENT DECLARATION OF VALUES

Our patients and family members have told us that the following values are most important to them. Quinte Health Care is committed to delivering care that is guided by these values.

**Compassion (Imagine It's You)**
- My family and I will be shown empathy, patience and respect in every interaction, especially at our most vulnerable.
- I can feel confident that QHC is striving to consistently meet my expectations throughout my entire hospital experience.
- I will feel protected in a clean, comfortable and safe environment.
- My access to appropriate care and services will be as easy and timely as possible to support me in maintaining my optimal health.

**Respect (Respect Everyone)**
- I know that my personal dignity and privacy will be respected.
- Regardless of who I am, and what my abilities may be, I will receive fair and accessible treatment that balances the competing needs of all patients.

**Accountability (Take Ownership)**
- I will have the opportunity to express concerns and get answers to my questions.
- I will be immediately informed if an error is made and the process to correct the error will be explained to me.

**Teamwork (We all help provide care)**
- I will be given complete information about my diagnosis and treatment in a way that I can understand, so that my family and I can be active participants in my care and make informed decisions.
- My health care team will collaborate with each other and with others outside of the organization to optimize my personal health and abilities while I am at the hospital and to plan my discharge home.

**Learning (Always strive to improve)**
- I can feel confident that I am receiving the best possible care the hospital can deliver, using up-to-date knowledge and the intelligent use of available resources.
- My care will be provided in the safest way possible to reduce the likelihood of errors or harm.
- QHC will learn from my patient experience to improve the care provided to others.
What We Ask of You
As partners in your care, we ask that patients and family members also respect the following values while at QHC.

Compassion (Imagine It’s You)
- Treat staff, volunteers other patients and families with understanding and dignity.
- Try to be flexible and understand that not all answers can be provided right away.

Respect (Respect Everyone)
- Follow hospital rules and treat hospital property with care.

Accountability (Take Ownership)
- Ask questions when you do not understand. Share your concerns with us.
- Strive to attend your appointments and inform us of any changes to your schedule.

Teamwork (We all help provide care)
- Listen openly to the information provided by your health care team.
- As family members at QHC, provide comfort and support in the special ways that only families can.

Learning (Always strive to improve)
- Acknowledge the important role QHC has in education and contribute to the experiences of students and learners.
Let us know how we can improve the quality of care at QHC.
Supporting you in your return home

Planning for a safe return home begins at the time of admission for all patients.

Your in-hospital care team will speak to you about a plan for discharge and in-home supports so you may return home when you no longer need hospital care.

**When going home is complicated, there may be some additional supports.**

**In-home supports**
There are additional supports to assist elderly individuals and their family caregivers who:
- Need care and support in order to leave hospital and go home.
- Are waiting for a vacancy in a long-term care home.

**What’s changed?**
- Better planning between the hospital and providers of in-home and community supports.
- New services to help patients travel from hospital back home, and get settled in.
- A new level of commitment by your in-hospital care team and community services to ensure that long-term care choices can be made at home without pressure.

**How do I get these supports?**
- While in the hospital you may at any time ask any member of your in-hospital care team to arrange a meeting to discuss your needs when returning home.

- The Community Care Access Centre’s (CCAC) hospital Case Managers are specialists in planning for in-home professional services, which include services such as nursing and personal care assistance. The CCAC and hospital staff may work together to assist you and your family to plan for services at discharge.

- Hospital staff and the CCAC also work with Community Support Services (CSS) agencies (specialists in home-help, including meals, homemaking, and transportation) to support you at home or while you wait at home for a long-term care home vacancy.

If you were already receiving services at home before coming to hospital, your in-hospital care team will work with you and your family and/or caregivers to ensure you receive appropriate supports when you return home. For those outside of the hospital wanting more information the CCAC may be reached at 310-CCAC (2222). The CSS may be reached at 1-800-340-4CSS (4277).

All initiatives supported by the SE LHIN
HOSPITAL INFORMATION

Admission to the Hospital
When you arrive at the hospital, you will be required to present your Ontario Health Card. Upon admission, you will be given an identification bracelet to be worn at all times while you are in the hospital.

What to Bring For Your Hospital Stay
- Ontario Health Card
- Proof of additional health insurance coverage for preferred hospital accommodations
- Calling card for long distance calls
- Workers Compensation Board (WCB) claim number (if you have one)
- Social Insurance Number
- Cheque or credit card to pay additional expenses
- Slippers, pyjamas and robe, socks and supportive walking shoes
- Toothbrush and toothpaste
- Comb and brush
- Facial tissues and shaving supplies
- Body lotion, soap, shampoo and powder
- Sanitary items
- Complete list of all present medications

Please Do Not Bring:
- More than $20 cash
- Personal valuables, such as jewellery
- Electric personal care items other than a hair dryer or electric razor
- Cigarettes, tobacco, pipes or cigars
- Medication (unless instructed by your physician or nurse)

Your Health Care Team
A multi-disciplinary patient care team provides your care while in the hospital.

Your Team Members May Include:
- Dietitians
- Community Care Access Centre case managers
- Nurses
- Pharmacists
- Physicians
• Physiotherapists
• Occupational therapists
• Recreation therapists
• Rehab assistants
• Technicians
• Patient Flow Coordinators
• Personal Support Workers
• Speech Language Pathologists
• Spiritual Care (Clergy)
• Palliative Care/Grief Support
• Hospice

**Other members of the Health Care Team who add support include:**

• Medical Device Reprocessing Department (MDRD)
• Clerical
• Facility Services (Maintenance)
• Food Services
• Health Records
• Hospitality Services (Housekeeping)
• Human Resources
• Information Services
• Materiel Management
• Patient Registration
• Volunteers

**Quinte Health Care Trenton Memorial Hospital offers a full range of Clinical and Diagnostic services including:**

• Cardiology
• Emergency Service
• Laboratory
• Outpatient Clinics
• Pharmacy
• Psychiatry/Mental Health Crisis Clinic
• Radiology
• Ambulatory Surgical Service
• Domestic Violence and Sexual Assault Response Program
• Inpatient Medicine and Alternate Level of Care Unit

*Please note, this is a list of services that are available at QHC TMH. Additional services are available at the other hospitals if required for your care.*
Ambulance Transport
The Ministry of Health and Long-Term Care pays most of the cost for an ambulance trip (land or air ambulance) for a patient who is injured or very ill. The patient usually pays $45 of the cost*. The patient must pay the full cost of a land ambulance trip ($240) when the trip is not medically necessary or when the patient does not have a valid Ontario Health Card or Health 65 Card.

* The $45 charge does not apply to those who are:
  • Receiving provincial social assistance
  • Transferring from one hospital to another for insured, medically necessary treatment
  • Transferring from hospital to rehabilitation facility, treatment facility for physically disabled children, medical laboratory or X-ray facility approved by the Ministry of Health and Long-Term Care
  • Enrolled in the Ministry’s Home Care Program

Balloons
Since latex balloons can cause allergic reactions in some people, we ask that no latex balloons be brought onto the premises. Mylar balloons are permitted.

Billing
Patient accounts may be settled at Patient Registration.

Call Bell
If you require immediate assistance, please use the call bell beside your bed. A staff member will answer your call as soon as possible.

Cellular Phones
The use of cellular phones and other wireless devices are prohibited in direct patient care areas. However, cellular phones are permitted in non-patient care areas such as lobbies, waiting areas and eatery areas provided it does not violate respect for others’ need for quiet and privacy.

Complaints/Compliments
We welcome feedback about your care. Please do not hesitate to let us know what we can do to improve our service to you, or to let us know when we have done our jobs well. If you have a concern, please bring it forward to your caregiver or their immediate supervisor. You may also contact the Coordinator of Risk and Patient Concerns by phone at (613) 969-7400 extension 2033 or in writing at: Patient and Risk Concerns, QHC Belleville General Hospital, 265 Dundas Street, East, Belleville, Ontario K8N 5A9.
Discharge
We know that when you are well, you would rather be at home. Our goal is to help get you there. As soon as you are admitted, we will work with you and your loved ones to plan your care and prepare you to go home. Discharge time is between 8 a.m. and 11 a.m. Your Physician or Nurse will inform you of your discharge date in advance, so you can make arrangements to have someone assist you in going home. Your cooperation related to discharge time will ensure that we can provide beds for patients who are waiting for admission. If transportation is unavailable, the Unit Communications Clerk (UCC) can arrange for a taxi to meet you at the main entrance. Please be sure to take all personal belongings when you leave and remember to pick up your Hospital Identification Card from the unit clerk.

Need a prescription filled? Prescriptions for medications may be filled at a pharmacy. There are several close to the hospital.

Fire Safety
You may hear one of our regular fire drills during your hospital stay. When you hear the fire alarm, please return to your room and remain there with any visitors until you receive the all-clear message. We will inform you should any action become necessary. Elevators must not be used when there is a fire or a fire drill.

Hospital Security
Hospital staff, Medical staff, and Volunteers are easily identified by their photo identification badge. If you observe any suspicious activity or individuals, have lost personal items, or have any security concern, please notify a staff member immediately.

Inquiries About Your Health
Family members wishing to inquire about your health should telephone the Patient Care Unit after 9:00 a.m. If you have many relatives, please assign one person to call and share the information received with your family. Information about your health is not released to anyone other than a family member and only with consent. Should you have any concerns during your hospital stay, please speak with your nurse, or the person in charge of the Unit.

Medications
Following Physician’s orders, the hospital provides drugs for patients during their stay in hospital. Patients using research drugs or patients routinely taking drugs which are not usually available at the hospital, may have to provide them if asked to do so by a Nurse, Physician or Pharmacist.
Organ Donation
The hospital participates in an organ donation program. Please sign your organ donation card but most importantly, you must express your wishes to your family. A signed organ donation card carries no authority if the family says “no”.

Patient Identification
A bracelet will be given to you upon admission and it must be worn for identification during your hospital stay.

Patient Information
Patient room numbers, telephone extensions and directions to patient rooms are provided by the Switchboard. A patient information phone is located on the first floor, upon entering the hospital, at the wheelchair accessible entrance. The Reception telephone number is (613) 392-2540, then “0”. When you have been provided with a patient’s room number, please dial (613) 392-2540, then “5”, then the room number for direct phone access.

Patient Safety
Patient safety continues to be a top priority for Quinte Health Care, recognizing that health care cannot be high quality unless it is also safe. QHC is committed to initiatives that develop, maintain and foster a culture of safety for our patients, families, staff and physicians. If you have any concerns about your safety, please speak to a member of your health care team.

Perfumes/Scented Products
**QHC is a Reduced-Scent Environment.** Scented products can cause serious reactions among our patients, our staff, our volunteers, and our visitors. Reactions can include headache, nausea, breathing difficulties and skin reactions. Please refrain from wearing scented products in this hospital or having heavily scented flowers. Your cooperation will be very much appreciated by everyone.

Privacy
*Your privacy is protected.*
At Quinte Health Care, an important part of our commitment to provide quality health care is our respect for your right to privacy. Keeping our patients’ information and affairs in strict confidence is a QHC priority and we have a number of policies and procedures in place to ensure your privacy is protected.
Room Differential Rates
If you would like to upgrade your room from ward to semi-private, or from semi-private to private, you may do so provided the requested room is available. There is a daily cost to you if you choose to upgrade from ward to semi-private or private accommodation. Please ask Patient Registration more information.

Smoking
At Quinte Health Care, we are committed to the promotion of your good health; therefore, we view your hospital stay as an ideal time to quit smoking. We can help.

Consistent with the Tobacco Control Act, smoking is not permitted in the hospital facility and on July 1, 2009, all QHC property became smoke free. Ask a member of the staff where you will need to go should you choose to smoke. We appreciate your co-operation and understanding.

Valuables and Patient Belongings
All valuables (jewellery, money, etc.) must be kept at home. All personal belongings brought to the hospital, including equipment, must be clearly labelled for identification purposes. **The hospital is not responsible for the loss of any personal items.** Equipment has to be checked to ensure it is working safely before being used in the hospital.

Visiting Hours
Visiting hours are 2 p.m. to 4 p.m. and 6 p.m. to 8 p.m. every day.

Please help us keep patients safe by following the visiting rules:

- Two visitors are allowed per two hour visitation block;
- Do not visit if you are sick;
- Children under 12 must be closely supervised by an adult;
- When asked to do so, wear a gown and mask while visiting with the patient;
- Clean your hands frequently while you are at the hospital. Hand washing is the single most effective way to stop the spread of infections;
- Visit only one patient per trip to the hospital (do not move between patient rooms);
- Do not use the patient washrooms or kitchen on the unit

Please note that we may have to refrain from allowing visitors on various floors in order to contain the spread of an infectious disease during an outbreak. In these times, we only allow visitors for compassionate reasons or under extenuating circumstances.
Exceptions

It is understood that exceptions to this policy may be granted under special circumstances. The nurse in charge of the patient care unit and, where necessary, the patient’s attending physician will make that determination. Should conflicts arise surrounding exceptional circumstances, the nurse manager of the unit or the administrative coordinator will be contacted for assistance.

There are times when families can visit outside of normal visiting hours. If your family member or loved one is very ill, arrangements can be made at the Nurses’ Station so that you can visit at other times.

Also, if a friend or family member is visiting the area on a very short timeframe and cannot be here for the normal visiting hours, it may be possible to visit with a patient outside of these hours, on a special basis. Again, please check with the Nurses’ Station.

For patients who are deaf, an interpreter will be permitted to stay as required for the purposes of providing necessary support.
Quinte Health Care believes in providing a standard of excellent patient-centered care and ensuring the safety of all patients throughout their stay, including during times of transport.

As primary and secondary referral centres for other health care facilities, Quinte Health Care provides a variety of in- and out-patient services for residents of the community who may require transportation. Although urgent care may not always be required for transportation, patients sometimes require transportation by qualified personnel who are capable of providing a level of medical care.

Listed below are non-urgent transportation service providers that are associated with Quinte Health Care. There are many options to consider when calculating costs for patient transfers and transportation such as: pick up location, drop off location, isolations/precautions, oxygen requirements if necessary, obstacles at destination including stairs, and most importantly, the patient’s weight. For more information, please contact each of the providers below directly.

**Quinte Patient Transfer Services (QPTS)**
Quinte Patient Transfer Services (QPTS) is Quinte Health Care’s contracted provider of non-urgent patient transport. They transport stable patients who require a stretcher for comfort, but need minimal medical care en route. They perform transfers between home, hospitals, treatment facilities, doctor’s offices and long-term care facilities.

**Quinte Access**
Quinte Access provides wheelchair accessible transportation for persons with disabilities and seniors who reside in Quinte West and the Municipality of Brighton. Their service accommodates discharged patients who do not require a stretcher, with travel for employment, education and medical appointments on a daily or weekly basis.

**Driving Miss Daisy**
Driving Miss Daisy provides non-urgent transportation for all ages for such things as getting to and from medical appointments, grocery shopping, and social events. They offer reliable and safe accompaniment services in a personal vehicle to communities in and around Minden, Haliburton, Bancroft, Apsley, the Northumberland area, Cobourg and Port Hope.
HO SPITAL SERVICES

Cafeteria
Our Cafeteria, located on the ground floor of the hospital, serves a variety of food and beverages.

Hours of operation are:
Monday to Friday: 8:30 a.m. to 1 p.m., 2 to 2:30 p.m
Weekends: Closed

Vending Machines:
Twenty-four hour vending machines for coffee, drinks and snacks are located in the atrium, across from the Cafeteria (snacks, entrees, soft drinks); near the entrance to the Emergency Department; on Patient Care Unit (soft drinks); and on the Medical Patient Care Unit (soft drinks).

Cash Machine
An instant teller (Automated Banking Machine) is available beside the Coffee Bar on the main level. This is owned by the Hospital Auxiliary.

Coffee Bar
The Auxiliary maintains the Coffee Bar which is located in the same hallway as Patient Registration on the main level of the hospital. Hot and cold beverages are available for purchase, along with muffins, donuts, bagels, and sweets.

Hours of operation are:
Monday to Friday: 7:30 a.m. to 4 p.m.
Weekends: Closed

Flowers
If you receive flowers, they will be delivered by the florist’s delivery service. Please do not keep heavily scented flowers as QHC is a reduced-scent environment. Scented products can cause serious reactions, including headache, nausea, breathing difficulties and skin reactions, among our patients, staff, volunteers and our visitors.

Gift Cart
The Hospital Gift Cart visits patient rooms on an occasional basis. Personal care items are available for purchase from the Gift Cart.
**Gift Shop**
The Auxiliary-run Gift Shop is located on the main level of the hospital. A variety of seasonal gift items, as well as magazines, chocolate bars, candy, gum, and more are available for purchase.

*Hours of operation are:*
- **Monday to Friday:** 10 a.m. to 5 p.m.
- **Saturday and Sunday:** 1:30 p.m. to 4:30 p.m.

**Hairdressing & Barbering**
You may inquire about these services at the Nursing Desk.

**Mail**
Incoming mail will be delivered to your Patient Care Unit. Please inform friends and family to address your mail as follows:

Your Name and Unit/ Room Number
c/o Quinte Health Care Trenton Memorial Hospital
242 King Street
Trenton, Ontario K8V 5S6

Any mail received after your discharge will be forwarded to the address on your medical record.

Outgoing mail may be deposited in the Canada Post mailbox immediately inside the Emergency entrance. If postage is attached, the staff will gladly drop it off for you. Stamps are available for purchase in the Gift Shop.

**Meals**
Patient meals have been designed with Canada’s Guidelines to Healthy Eating in mind and will allow patients to obtain all of their nutritional requirements. A full range of therapeutic diets such as diabetic and cardiac can be ordered by your physician.

*Patient meals are delivered at the following times:*
- **Breakfast:** 8 a.m. to 8:15 a.m.
- **Lunch:** 12 p.m. to 12:15 p.m.
- **Dinner:** 4:40 p.m. to 4:50 p.m.

If you require dietary changes or have any concerns about menu items, please call ext. 2319. Messages can be left at any time. Diet Technicians will visit regularly to discuss dietary needs. There is also a clinical nutrition team on site.

**Newspapers**
Newspapers may be purchased from the boxes located near the main waiting room.
Parking
We suggest that you leave your car at home if your stay at the hospital is lengthy. Parking is available for both patients and visitors in the main parking lot located at the west side of the hospital adjacent to the tennis courts. Another parking lot on the east side of the hospital (on Catherine Street) is for the use of Emergency Department patients and their families.

Parking lots at QHC Trenton Memorial Hospital are equipped with a gated entrances. When visitors enter the gated lot, they will receive a ticket and will bring the ticket with them into the hospital and pay before returning to their vehicle. A paid/validated parking ticket is required in order to exit the gated lot. Pay-as-you-go machines are available in the Emergency and main entrance of QHC Trenton Memorial Hospital and accept cash and credit cards.

Parking rates are:
Hourly: $4 per hour or $2 per half hour.
Daily (one time exit): $11
*Daily pass that allows in-and-out privileges: $11
**10-use pass (allows you to exit the lot 10 times): $35
**30-day pass (unlimited use for 30 days): $70

*If a visitor selects the “day pass” button and pays their $11, when they put their ticket in the slot at the gate, they will get their ticket back immediately so that it can be used again the same day.

**The 10-use pass and 30-day pass are available for purchase at the pay-as-you-go machines located in the main entrances of the hospital.

Please call QHC at 614-392-2540 for more information.

Spiritual and Religious Care
The chapel is located on the main floor. A chaplain is available or on-call at all times. If you require spiritual or religious care please request that your nurse contact the chaplain. If you would prefer your own clergy person, the chaplain would be pleased to make the contact for you. Ask your nurse or the chaplain for information regarding worship services.

Taxis
For your convenience, a direct phone line is available at the Emergency Department.
**Telephones**

Telephones are installed in most rooms. Our hospital charges a minimal fee for this service. In a semi-private or ward room, a single telephone extension number is shared between two patients.

**Incoming calls:**

Incoming calls can be directly dialed into patient rooms. Please give your family and friends the main hospital telephone number (613) 392-2540, then press 5 + room #.

**Outgoing calls:**

**Local:** Enter 9 + area code + number

**Long distance:** Enter “0” for Switchboard. All long distance calls must be charged to your calling card, home number or collect. If using a calling card, you may go through Bell Canada to make your call – dial 1-800-555-1111.

**Pay phones** are available for your convenience adjacent to the main waiting room.

**Televisions**

Those patients who are paying for preferred accommodation while occupying acute care or rehab designated beds are entitled to a personal colour television with cable service. Television service may be purchased by patients in other areas. For more information, please contact your Television Representative at ext. 5574.

**Vending Machines**

Twenty-four hour vending machines are located in the Cafeteria (snacks, entrees, soft drinks); near the entrance to the Emergency Department (snacks, coffee, soft drinks); on Patient Care Unit 3A (soft drinks); and on the Medical/Surgical Patient Care Unit (soft drinks).

---

**Have we missed anything in this directory that would have been valuable to know?**

Please let us know.
You May Wish To Become A QHC Volunteer

All four hospitals of Quinte Health Care have highly supportive and dedicated Auxiliaries which strive to assist us in meeting the challenges of providing health care services to our communities. Volunteers provide support and assistance to hospital staff in a number of areas. Volunteer activities are as varied as the Volunteers themselves, and each and every one makes a difference in the lives of our patients.

Our Auxiliary members provide input regarding service delivery processes, and provide an outstanding level of financial support for the purchase of hospital equipment, redevelopment and staff education.

How to Become a Volunteer:
The QHC Trenton Memorial Hospital Auxiliary operates more than ten volunteer programs in patient care areas and in revenue generating services such as the gift shop and coffee bar. New volunteers are always needed to maintain these valuable programs. The Trenton Memorial Hospital Auxiliary invites anyone interested in volunteering to attend an upcoming volunteer information and orientation session held the last Thursday of each month in the Volunteer Services office on level 2 at QHC Trenton Memorial Hospital at 1:30 p.m. All information related to becoming a hospital volunteer, including the various positions available, RSVP by calling (613) 392-2541 ext. 5454.

For more information, or to offer your time and talents, please contact:

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