



# Welcome to Quinte 4



On Quinte 4, our goal is to help you maintain your level of independence. Studies show that getting you moving will shorten your recovery time and get you back to your everyday life.

Simple tasks, such as getting into your chair for meals, walking the halls, and dressing in your own clothes, decrease the amount of time that you will need to be in hospital, keep your mind sharp, and improve your physical health.

**You may wish to bring these personal care items to assist you during your hospital stay:**

- ✓ **Toiletries, toothbrush, tissues**
- ✓ **Comfortable clothes, rubber soled slippers or shoes**
- ✓ **Scent-free moisturizers and shampoo/hair products**
- ✓ **Electric razor**
- ✓ **Hearing aids and batteries, dentures, eye glasses**
- ✓ **Walker, wheelchair, other mobility aids**

## What can I expect as a patient?

- To get out of bed during mealtimes and sit in a chair
- To get dressed in your own clothes
- Toileting routines to minimize the use of bed pans/ catheters
- Participation in therapy and activities on the unit

These are just a few of the practices that patients can expect as part of their care plan as we strive to enhance care for seniors.

## Patient Rights & Responsibilities

**As a patient at Quinte Health Care, you have the right to:**

- Be treated in a kind and respectful way
- Receive considerate and culturally-sensitive care
- Consideration of your privacy
- Be given information in a way you understand
- Participate in decisions about your care

- Express your concerns and get answers to your questions

## As a patient you are responsible to:

- Be polite — respect other patients, visitors and members of the health care team
- Recognize that the needs of other patients and families may sometimes be more urgent than your own
- Give accurate information to your health care team to help them plan your care
- Follow the plan of care the best way you can, accept responsibility for the decisions you make about your treatment
- Respect hospital property. Act in a safe and responsible way

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## Home to Heal

The health care team will work with you and your family during your stay to help you make a safe and successful transition home. Our goal is for all patients to return to the place they were living before admission to hospital.

## A plan for discharge will be discussed throughout your stay.

- Easy-to-understand instructions will be provided to you and your family
- We will ask you to explain your understanding of your illness. This is to help you identify your symptoms and how to manage them

## What to expect in preparing you for discharge:

- Daily review of your discharge plan
- Review of your specific illness based on your diagnosis
- Review of your health care options
- Review of your medications prior to discharge

## Questions that will help us provide the best care possible:

- Have we asked you for your name and birth date before providing care?
- Have we asked you about your current medications?
- Have we asked you about your understanding of the discharge planning process?

## Visiting Patients

At QHC, we provide patient-centred care. We encourage family and friends to help with their loved one's care during their stay.

Family and visitors are welcome to visit in your room and common areas.

Whiteboards are our communication tool to keep you and your family aware of your care plan! Whiteboards are located in every patient room and are updated daily.

For more information, please **contact:**

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