

# Lions Gate Hospital

## Patient & Family Handbook



**Lions Gate Hospital**

231 East 15th Street  
North Vancouver BC V7L 2L7  
Tel: 604-988-3131

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## Welcome to Vancouver Coastal Health

We hope this handbook helps you and your family feel more comfortable while you are with us. This handbook answers some frequently asked questions about VCH services and processes. Please don't hesitate to ask any VCH staff for help or information.



More information on the subjects discussed in this handbook is available on the VCH website, [www.vch.ca](http://www.vch.ca). Subjects also have a phone number listed in the directory section, and in some cases, a contact email address or web address is also provided.

### Our Vision

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.

## Your hospital location

Unit \_\_\_\_\_

Location \_\_\_\_\_

Telephone \_\_\_\_\_

## Your health care team

Health care team member	Name & telephone number
Patient Services Manager (PSM)	
Patient Care Coordinator (PCC)	
Care Management Leader (CML)	
Social Worker (SW)	
Physiotherapist (PT)	
Occupational Therapist (OT)	
Doctor(s)	
Nurse(s)	
Specialist(s)	
Other(s)	

## Hospital Stay

### Planned surgery

Admission times vary. To find out what time you should come to the hospital, see “Admission” in the second part of this handbook.

### Bring ID

You need to present two pieces of personal ID, one with a photograph (see next page – for example, B.C. CareCard and B.C. drivers license). In addition to two pieces of personal ID, bring along any other health insurance ID card (e.g., extended health) that you have. If your hospital admission is due to a work-related injury or illness, bring your WorkSafeBC claim number.

### Personal belongings

Bring prescription medicine in original labeled containers, dentures, glasses, and hearing aids. For your personal care, pack basic toiletries (e.g. toothbrush, toothpaste, shampoo, hairbrush, razor), and pajamas/nightgown, bathrobe and slippers.

Do not bring valuables such as large sums of money, credit cards, electronics, or jewelry (rings and watches that you normally wear should be left at home). Arrange to pay for things like a private room or equipment when you are discharged. For example, have someone bring your credit card or cheque book when they pick you up. Pay-by-phone is available at VCH’s larger hospitals. If you rent a TV or phone, payment is due at connection time.



### Acceptable ID

A patient must provide any two of the following (B.C. CareCard and B.C. drivers license preferred).

#### Primary ID – shows legal name and date of birth

- B.C. drivers license
- B.C. identification card
- Canadian birth certificate
- Canadian citizenship card
- Permanent resident card
- \*Canadian record of landing/  
Canadian immigration  
identification record
- \*Study, work visitor, or  
temporary resident permit  
(formerly Minister’s Permit)
- \*Identity card (Department  
of Foreign Affairs issued)
- \*Passport

\* Mandatory if not a Canadian citizen.

#### Secondary ID – shows name, signature and/or photo

- B.C. CareCard
- Passport
- School ID card (student card)
- Bank card (only if patient’s  
name is printed on card)
- Credit card (only if patient’s  
name is printed on card)
- Foreign birth certificate  
(baptismal certificate not  
acceptable)
- Canadian or U.S.  
drivers license
- Naturalization certificate
- Canadian Forces identification
- Police identification
- Foreign Affairs Canada or  
consular identification
- Vehicle registration (only if  
patient’s name is shown)
- Employee picture ID card
- Firearms acquisition  
certificate
- Social insurance card  
(new style without signature  
strip not acceptable)
- Native status card
- Parole certificate ID
- Correctional service  
conditional release card

VCH cannot be held responsible for any lost or stolen items. In emergency situations, VCH hospitals can store some small valuables for a short time. For information, ask the Admitting Department or your nurse.

## Rooms

Regular rooms have four beds and don't cost anything for patients with B.C. Medical Services Plan coverage. You can ask about paying for a private or semi-private room to increase your privacy and comfort; in each VCH hospital there are a limited number of private or semi-private rooms.

While there is no guarantee a private or semi-private room will be available, we try our best to accommodate these requests.

In a private room, you will have your own bathroom; in a semi-private, you share the room and its bathroom with another person.

Regular rooms and semi-private rooms may be shared by men and women.

## Meals

Good nutrition is an important part of your recovery. At most sites, patients are given a menu from which they can choose selections for breakfast, lunch and dinner. Ask your nurse or a family member if you need help selecting your meals.

If you have food allergies or follow a special diet, let your nurse know as soon as you arrive. A dietitian will talk to you about your food needs, and help design a meal plan for you.

Your family is welcome to bring in your favourite foods, but we do not have space to store large amounts of food.

## Information collection

Your health care providers will ask many questions about your health, including: past and current conditions; if you have ever had an operation; what kind of medicine or supplements you may be taking; and if you have any food or drug allergies. Ask questions if you do not understand something or if you need more information. We want you to understand your condition and treatment.



## Consent

You may be asked for consent before you have tests or procedures. Before you make a decision, it is important that you feel everything has been explained to your satisfaction. If you are unsure or do not understand something, ask for an explanation.

If you have documented your wishes about the health care you may receive at the moment or in the future in an advance directive such as a representative agreement, a living will, or a similar document, bring this to the attention of your family and health care providers.



## Personal Information

Vancouver Coastal Health respects your privacy and recognizes the sensitivity of your health information. We take all reasonable measures to ensure that your information is treated confidentially. Our staff may need personal details from you for insurance or care purposes. VCH privacy policies meet provincial privacy requirements.

Usually if someone phones to ask about you, the main switchboard will report whether you are a patient and where you are in the hospital. It gives no other information.

However, let us know when you are admitted or tell your nurse if you do not want people to know you are in the hospital.

This means you will be a “no information” patient and only authorized health care staff and people you choose will have information about you. If you choose to be a “no information” patient, we will not be able to deliver mail, flowers or gifts to you.

For contact information, see “Information Privacy Office” Directory, back of handbook.

## Visitors

Family and friends are an important part of your recovery. Your visitors may come at most times of the day. Ask your nurse to tell you the visiting hours for your unit.

We want you to have every chance to get well, so visitors who are feeling unwell (for example, have a cold or flu), who have been near someone else who is ill, or who even have cold sores should not come to the hospital.

Ask family and friends to wash their hands before and after they visit your hospital room, or to use available alcohol-based liquid/foam hand sanitizers.

## Security & safety

### Staff ID

There will be many people involved in caring for you. Everyone who works for VCH wears a name tag and will be able to answer your questions about what they do.



### Leaving your unit

If you need to leave your unit or floor for any reason, please let your nurse know where you are going, and approximately how long you will be gone.

### Medication safety

Medications you receive in hospital may look different from what you take at home. If you have any questions about your medications, ask your health care provider or ask to speak with a pharmacist. Bring a complete list of your current medications, including non-prescription drugs and herbal products, when you check into the hospital.

### Hand cleaning

Protect yourself and others from getting infections by using good hand washing habits: it is very important that you clean your hands often and completely. Wash your hands after using the washroom and before eating. You may also use the alcohol-based liquid/foam hand sanitizers available on each unit. You can also ask caregivers if they have cleaned their hands before providing you with care.

## Fire drills

VCH sites regularly hold fire drills. If a fire alarm goes off during your stay, remain in your room. Staff are trained to provide instructions to patients in the event of a fire drill or emergency.

## Smoking and fragrances

All VCH sites are smoke-free inside and outside. Patients who smoke are welcome to ask for information about smoking cessation programs and products available to them while in hospital.

Do not wear perfume, cologne or aftershave while you are a patient in a VCH facility. If you can, remind visitors before they come to see you to refrain from wearing these products or bringing flowers with strong scents. Some people are highly allergic to fragrance ingredients, and can suffer severe reactions.

## Patient-related questions

Consider designating a family member or close friend as your contact while you are in the hospital. Although nurses can tell callers your general condition, they are not able to give details about your health over the phone, in order to protect your privacy. Let your designated contact know the hospital's main switchboard telephone number.

For contact information, see “Information and Main Switchboard” Directory, back of handbook.

Depending on your unit or room, you may be able to take telephone calls.



# Patient services

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## Interpreters

Sign Language (ASL) interpreters are available for deaf, deaf-blind, and hard of hearing patients. If you or a family member needs this service you can call directly.

Spoken Language interpreters are available to help with communication between staff and patients who have limited English. These interpreters may be requested by VCH staff only. If you or your family needs the help of an interpreter, please speak to a staff member.

For contact information, see “Sign Language (ASL) Interpreters” Directory, back of handbook.

## Well Wishes email

Well Wishes is a free service that allows friends and families to stay in touch with patients via email. It is available at Vancouver General, UBC, Lions Gate and Richmond hospitals and GF Strong Rehabilitation Centre.

The program is designed for well wishes only. Other messages (e.g., personal business, questionable content or solicitations) will not be delivered. VCH cannot send outgoing replies, confirm that a message was received, or confirm that someone is a VCH patient. If a patient has been discharged, the message is not forwarded. All messages are received and handled confidentially.

Well Wishes email boxes are checked every morning and messages are printed and delivered to patients every afternoon, Monday to Friday. Please ensure the patient's name and hospital are entered in the subject line.

For email addresses, see “Well Wishes” Directory, back of handbook.

## Spiritual care

Concern for the whole person - physical, emotional, and spiritual - is basic to patient care. Many people find support and comfort in their faith. Chaplains and spiritual care providers can assist you in drawing upon your religious beliefs and provide spiritual resources. On-call chaplains are available 24 hours a day for spiritual care emergencies.

Let your nurse know if you would like this service, or call them directly.

For contact information, see “Spiritual Care” Directory, back of handbook.

## Feedback

If you have a question, compliment, or problem, speak to your health care team or to the patient services manager for your unit. If you need more assistance, ask to talk to someone from the Patient Care Quality Office. For contact information, see “Patient Care Quality Office” Directory, back of handbook, or visit [www.vch.ca](http://www.vch.ca).

You can also get in touch by mail at

Vancouver Coastal Health  
Patient Care Quality Office  
#380, 855 W. 12th Ave.  
Vancouver, BC, V5Z 1M9

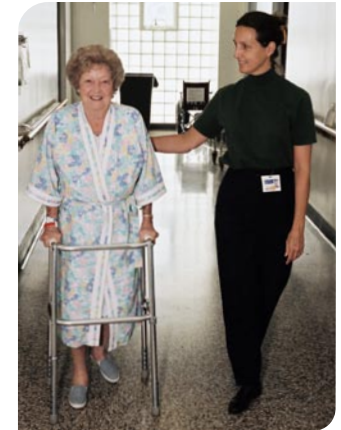
## Discharge

### Going home

Planning for your discharge starts well before you actually leave. We will work to have you discharged as early in the day as possible. Some patients need further health care such as home care nursing, care at another hospital, or rehabilitation services; your health care team will work with you to help plan your discharge and any additional care that is required.

Your doctor may write a prescription for medication and a nurse will give you instructions about any other medications you are to take at home.

Please remember that discharge time will not be delayed if you haven't arranged to have someone drive or accompany you home. With this in mind, plan ahead to have a pick up ready for your discharge day.



## Billing Information

If you had a private room or used special supplies or procedures during your stay, please pay your account before you leave the hospital.

In addition to being covered by the B.C. Medical Services Plan, some patients have extended health insurance plans, which may cover the cost of supplies such as crutches, canes, splints and some casts. Please ask a member of your health care team if you have any questions.

For contact information, see “Patient Accounts” Directory, back of handbook.

## Health records

Should you need a copy of all or part of your medical record after you leave the hospital, you may request this information under VCH's release of information (ROI) policy. Records usually take 30 days to compile.

To request your medical record, search “Your Health Record” on the VCH website or for contact information, see “Health Records” Directory, back of handbook.



## *This site: Lions Gate Hospital*

### Getting around

#### Directions

Use the maps on pages 13-14. There are signs on the walls inside the building to direct you to your department. If you are not sure where to go, ask at the information desk in the 15th Street entrance main lobby. Courtesy phones are also located at the 13th Street and 15th Street entrances during information desk off hours.

#### Wheelchairs

You will find wheelchairs inside the LGH 15th Street main entrance next to Admitting.

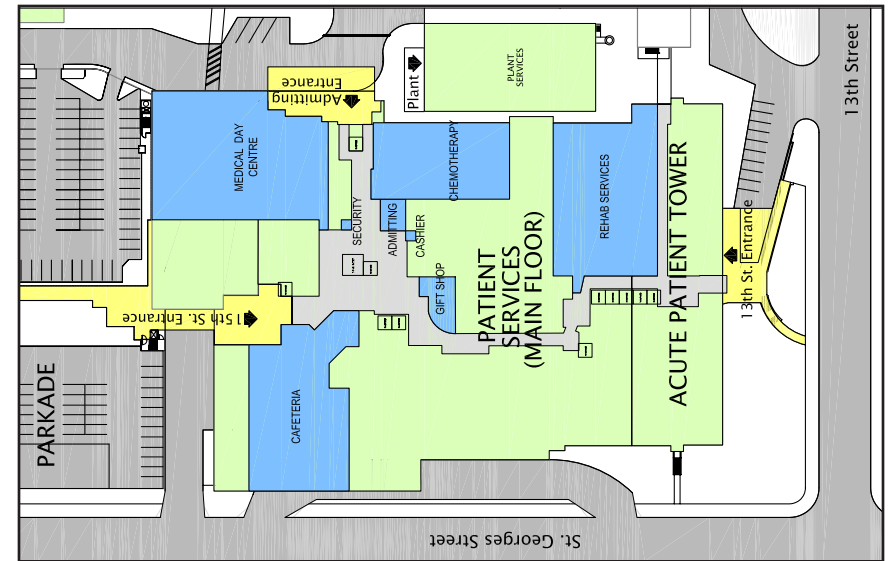
### Admission

#### Check in

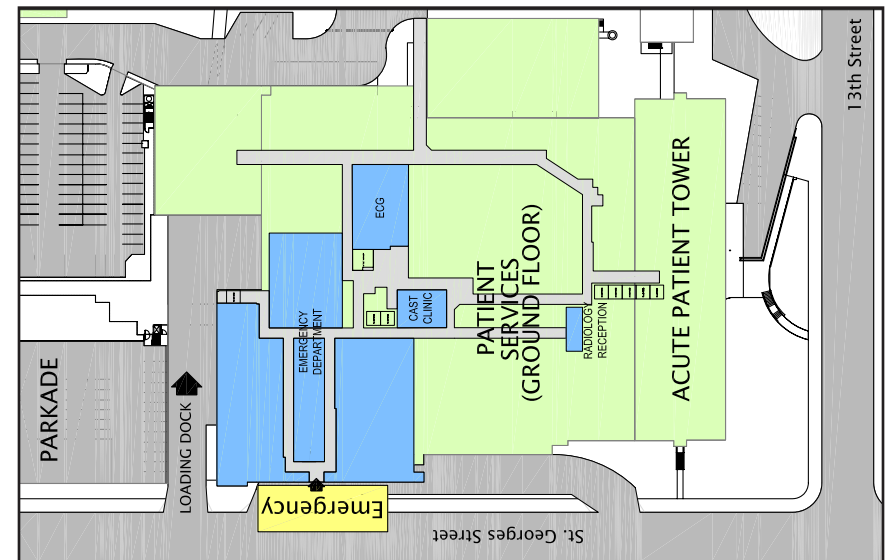
Your surgeon's office will contact you after 1:00 pm, one business day before your surgery. If your operation is on a Monday or the Monday is a holiday, you will be contacted on the previous Friday.

If you do not hear from your surgeon's office by 3:00 pm, call the Admitting department before 4:00 pm to confirm the date and time of arrival.

For contact information, see "Admission" Directory, back of handbook.

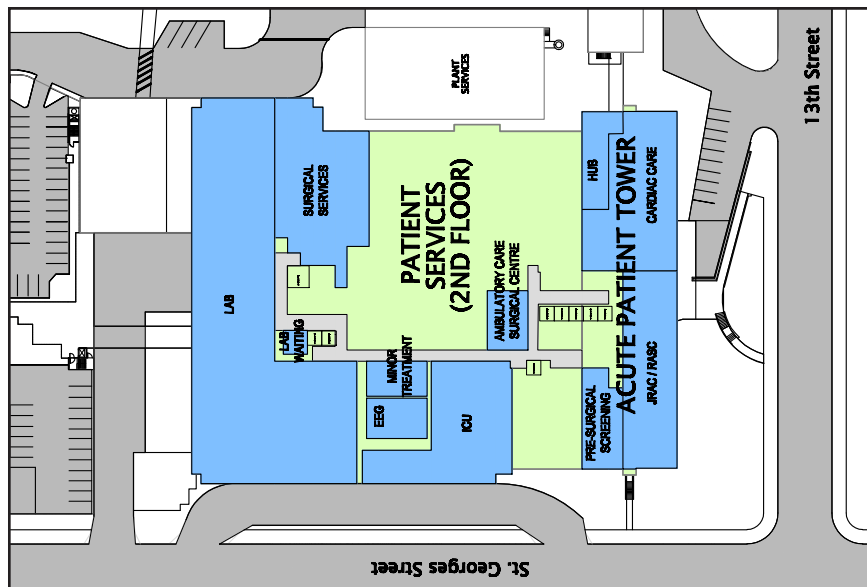


**Main  
Floor**



**Ground  
Floor**

*Second Floor map, page 14*



2nd  
Floor

## Transportation and parking

### TransLink

LGH is accessible by TransLink services from Vancouver International Airport, BC Ferry Terminals at Horseshoe Bay and Tsawwassen, Pacific Central Station (downtown Vancouver rail and bus station), and SkyTrain stations.

Buses 229, 230, 232, 241, 242, N24, 240, 255 all stop on Lonsdale Avenue, close to LGH.

TransLink provides information on transit routes and schedules. TransLink can also tell you which buses take wheelchairs. For contact information, see “TransLink” Directory, back of handbook.

### Parking

If you are driving to LGH, please leave enough time to find parking before your appointment. There is a LGH parkade at the corner of 15th Street and St. Georges Ave.

There is limited parking on the streets around LGH. See the map on page 13-14 for parkade location. Overnight parking is not available for trailers or motorhomes in the LGH parkade.

### Wheelchair accessible parking

The LGH parkade has wheelchair accessible spaces which are located near the elevator on level 1. Be sure to display your “Disabled” parking permit.

### Parking meters on-site

Some metered spaces are available outside the East and South entrances of LGH. For more information, see “Parking” Directory, back of handbook.

## Services

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### Private/semi-private rooms (Preferred Accommodation)

You can request your preferred accommodation prior to admission. A three day deposit must accompany all requests for private or semi-private accommodations, payable at the time of admission or while in the Pre-Admission Clinic. However, this does not guarantee your request, as private and semi-private rooms are subject to availability.

To find out the cost of private or semi-private rooms or make requests for preferred accommodations, call “Admissions” Directory, back of handbook.

### TVs, phones, wireless Internet

To order your TV or phone, dial 4733 from your bedside phone. Service is connected when a Hospitality Network representative is on-site between 2:00 pm and 7:00 pm daily (excluding statutory holidays) Payment is due upon connection and may be made by cash, VISA, MasterCard, and personalized cheque (with ID).

To make a local call, dial 9 + 604 + number. To make a long-distance call, you must be able to charge it to a phone card or call collect.

Some units have pay phones near the elevators. If you are hearing impaired, you can request a TTY phone in your room.

For contact information, see “TTY Phone Request” Directory, back of handbook

Cell phone use is not allowed in most areas of the hospital. Please turn them off (not on standby). Cell phones can only be used in cafeterias and lounges.

### Visitor accommodation

There are no accommodations for visitors within the hospital, but a list of local hotels and other options is available from the unit where your family member is or from a social worker.

### Eating places

LGH has one cafeteria and a coffee bar. It also has vending machines throughout the hospital. Following are descriptions of the LGH food services.

#### Terrace Cafeteria

Located in the main lobby of LGH. Relax in its large seating area, including outdoor patio. Terrace is open everyday from early morning to early evening.

#### Mehri’s Coffee Bar

At the main entrance of LGH, this espresso coffee bar offers a range of sandwiches, pastries, desserts and cookies. Mehri’s is open from early morning to evening.

### Pharmacies

While we encourage you to use your usual pharmacy, a number of pharmacies are located close to LGH. Staff can direct you to the nearest pharmacy of your choice.

### Gift shop

If you need toiletries, small gifts, stationery, magazines or flowers, visit our gift shop. It is staffed by volunteers, and profits are used to benefit hospital patients. The gift shop is in the main lobby of LGH and is opened daily except for holidays. For contact information, see “Gift shop” Directory, back of handbook.



## Banking

There is one ATM in the hospital, located in the main lobby of LGH, near the gift shop.

## Volunteers

LGH has a strong network of caring volunteers who are dedicated to helping patients and families with a variety of services which complement the health care team. Carefully chosen and trained people make up the volunteer team. They provide social, emotional, and practical support to patients and visitors. Volunteers are identified by their name tags.



For contact information, see “Volunteer Services” Directory, back of handbook.

## Patient accounts

LGH takes cash, cheques, credit cards and debit cards (Interac). You may pay at the Cashier, located in the main lobby. You can also call in your credit card payment.

For contact information, see “Patient Accounts (cashier)” Directory, back of handbook.

# Yes, I want to support the Lions Gate Hospital Foundation

*Raising funds for the highest quality health care on the North Shore*

## Donor Information

☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr

First name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_ P Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

## I would like to make a gift of:

☐ \$25 ☐ \$50 ☐ \$100 ☐ \$250 ☐ Other: \$ \_\_\_\_\_  
please specify

## Payment Information

☐ Cash ☐ Money Order ☐ Cheque

Please make cheques payable to **Lions Gate Hospital Foundation**

Credit Card: ☐ Visa ☐ M/C

Card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Signature: \_\_\_\_\_

We are happy to issue a receipt for the value of your gift.

## Contact Information

Lions Gate Hospital Foundation Tel: 604-984-5785 Fax: 604-984-5786  
231 East 15th Street Email: [info@lghfoundation.com](mailto:info@lghfoundation.com)  
North Vancouver, BC V7L 2L7 [www.lghfoundation.com](http://www.lghfoundation.com)



Vancouver Coastal Health respects your privacy and adheres to all legislative requirements in regards to your privacy. We do not rent, sell, or trade our mailing lists. The information you provide will be used to deliver services and to keep you informed and up-to-date on the activities of the Lions Gate Hospital Foundation, including programs, services, special events, funding needs, opportunities to volunteer or give, and more through periodic contact. If at any time you wish to be removed from any of these contacts, simply call us at 604-984-5785 or email [info@lghfoundation.com](mailto:info@lghfoundation.com).

Charitable Registration # 11902 0907 RR0001



# Information

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## Directory

Admission .....	604-984-5813
Bed Reservations .....	604-984-5820
Billing Information	
Patient Accounts (Cashier) .....	604-984-5861
Gift Shop .....	604-984-3733
Health Records.....	604-984-5719
Health Care Interpreter .....	604-675-4099
Infection Control.....	604-984-5763
Information & Main Switchboard.....	604-988-3131
Information Privacy Office (LGH).....	604-984-5911
.....	Email: <a href="mailto:privacy@vch.ca">privacy@vch.ca</a>
Lost and Found.....	local 5943 (on LGH house phone)
Parking .....	604-988-6419
Patient Accounts (cashier) .....	604-984-5861
Patient Care Quality Office .....	1-877-993-9199
.....	Email: <a href="mailto:pcqo@vch.ca">pcqo@vch.ca</a>
Security .....	local 5943 (on LGH house phone)
Sign Language (ASL) Interpreters	
Emergency TTY .....	604-736-7078
Emergency Voice .....	604-736-7039
Non-emergency TTY .....	604-736-7099
Non-emergency Voice .....	604-736-7012
Spiritual Care & Multifaith Services .....	604-984-5894
Television & Phone Rental.....	604-988-3131 local 4733
TransLink (regional transit) .....	604-953-3333
.....	Web: <a href="http://www.translink.bc.ca">www.translink.bc.ca</a>

TTY Phone Request.....Switchboard (0)  
..... or 604-988-3131

Volunteer Resources ..... 604-984-5929

## Well Wishes

Richmond Hospital - [WellWishesRHS@vch.ca](mailto:WellWishesRHS@vch.ca)  
Lions Gate Hospital - [WellWishesLGH@vch.ca](mailto:WellWishesLGH@vch.ca)  
Vancouver General Hospital - [WellWishesVA@vch.ca](mailto:WellWishesVA@vch.ca)  
UBC Hospital - [WellWishesVA@vch.ca](mailto:WellWishesVA@vch.ca)  
GF Strong Rehabilitation Centre - [WellWishesVA@vch.ca](mailto:WellWishesVA@vch.ca)

## Mailing and web address

Lions Gate Hospital  
231 East 15th Street  
North Vancouver, British Columbia V7L 2L7  
[www.vch.ca](http://www.vch.ca)

[illegible]

Produced by CIBC Centre for Patients and Families

**For further information, or to provide feedback on this handbook contact the CIBC Centre**

Jim Pattison Pavilion, 1st Floor

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899 West 12th Avenue

Vancouver, B.C. V5Z 1M9

Phone: 604-875-5887

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For more copies, go online at <http://vch.eduhealth.ca> or email [pchem@vch.ca](mailto:pchem@vch.ca) and quote Catalogue No. **JB.300.L661**

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The information in this document is intended solely for the person to whom it was given by the health care team.

[www.vch.ca](http://www.vch.ca)