

# Patient Handbook

King Edward VII Memorial Hospital



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# Welcome

Welcome and thank you for choosing King Edward VII Memorial Hospital (KEMH). Our goals are to ensure that your experience with us is focused on your safety and comfort, and that you receive the highest quality health care.

KEMH is fully accredited by Accreditation Canada. Participating in accreditation and evaluating ourselves against accreditation standards enables the hospital to meet the highest standards of patient care. We are strongly committed to our mission of providing exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

This booklet contains essential information about our commitment to making our hospital safe and welcoming for all of our patients. Should you have any questions about your care or experience with us, please do not hesitate to ask a member of our staff or one of our volunteers. We value your comments and suggestions on ways we can continue to improve patient care and patient services.

Sincerely,

A handwritten signature in black ink that reads "David Hill". The signature is written in a cursive, flowing style.

David Hill

Chief Executive Officer and President

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## Our Vision, Mission, Values

### Vision:

To be Bermuda's first choice for health and wellness.

### Mission:

To ensure the highest quality health care through excellent service, education and leadership.

### Values:

Culture • Quality • Service • People • Leadership • Integrity •  
Communications • Stewardship

## Our Privacy Practices

Bermuda Hospitals Board has in place Confidentiality and Release of Medical Information Policies and Procedures that safeguard the disclosure of personal information about anyone associated with the hospitals, including staff. The Confidentiality Policy is taken extremely seriously by the Board in the interests of protecting the private information of its patients and staff.

## Our Service Standards

Our eight Organisational Service Standards are a BHB promise: We are committed to practicing excellence in customer service. We take pride in meeting and surpassing the expectations of patients, families, physicians, volunteers, vendors and each other. And we will honour the trust placed in us by treating everyone with dignity and respect.

# BHB Organisational Service Standards

- 1** Greet others in a friendly manner by making eye contact, addressing them by their last name (unless otherwise directed) and introducing yourself by name and department or title.
- 2** Respond quickly and appropriately to patient and visitor requests. Be prepared to offer directions or assistance when necessary.
- 3** Keep employee and patient information confidential. Never discuss such information in public areas, or with people who have no need to know.
- 4** Take immediate action to resolve matters brought to your attention. If you are unable to resolve, involve the appropriate people or department.
- 5** Listen and give people your full attention. When people complain, don't be defensive. Hear them out, thank them for sharing their concern and show understanding.
- 6** Keep people informed. Tell people what to expect. Invite questions. Check back and apologise for delays.
- 7** Wear your identification badge above the waist, facing forward.
- 8** Take pride in the appearance of BHB by ensuring your workplace is neat, organised and free of clutter. In public areas, pick up trash (if it is safe to do so), or promptly report matters to housekeeping.



**Bermuda Hospitals Board**

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# Patient Bill Of Rights

## Your Rights and Responsibilities

We want you to think of yourself as a partner in your care by participating in your treatment choices, promoting your own safety by being well informed and actively participating in your care. We invite you to know your rights and responsibilities during your stay at our hospital:

- You have the right to receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation, or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect or harassment.
- You have the right to be called by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment and the expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- You have the right to have your pain assessed and to be involved in decisions about managing your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required.
- You can expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination.

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- You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
  - You, your family members and friends, with your permission, have the right to participate in decisions about your care, your treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
  - You have the right to agree or refuse to take part in medical research studies. You may at any time withdraw from a study.
  - You have the right to sign language or foreign language interpreter services. We will provide an interpreter as needed.
  - You have the right to make an advance directive, appointing someone to make health care decisions for you, if you are unable. If you do not have an advance directive, we can provide you with information and guidance.
  - You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
  - You have the right to receive detailed information about your hospital and physician charges.
  - You can expect that all communications and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy

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of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Health Information Management Services 441-239-1483. Upon request, you have the right to receive a list of people to whom your personal health information was disclosed.

- If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph is used.
- If you or a family member needs to discuss an ethical issue related to your care, a member of the Ethics Committee is available at all times. To reach a member, dial our Ethics Consultation Hotline 441-291-4673. You may report your concern anonymously or if you leave your name and number, an Ethics Committee member will return your call.
- You have the right to pastoral and other spiritual services. You may contact your personal spiritual support or ask your nurse to contact the chaplain on call.
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a director. You may also contact the Patient Advocate at 441-239-1425 or e-mail [patientadvocate@bhb.bm](mailto:patientadvocate@bhb.bm)

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## Your Responsibilities

- You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Insurance number, insurance carrier and employer, when it is required.
- You should provide the hospital or your doctor with a copy of your advance directive, if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and services plan.
- You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- You are expected to abstain from the use of alcohol and drugs not prescribed by your physician and administered by BHB staff.
- You are expected to leave valuables at home and only bring necessary items for your hospital stay.

- You are expected to provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.
- You are expected to keep appointments, be on time for appointments or call your health care provider if you must cancel an appointment.

## Patient Satisfaction Survey

Shortly after your discharge from the hospital, you may be contacted regarding a patient satisfaction survey asking for feedback about your experience with us. We encourage you to tell us how we are doing by taking a few minutes to complete the survey. Your rating and comments will help us to not only meet your needs, but to continually strive to exceed your expectations.

## Chief Executive Patient Care Team



**David Hill**

Chief Executive Officer and  
President



**Venetta Symonds**

Deputy Chief Executive Officer  
and Executive Vice President



**Donald Thomas III, MD**  
Chief of Staff



**Judy Richardson**  
Chief of Nursing, Quality and Risk

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# Your Hospital Stay

Our goal is to help you get settled and feel comfortable as quickly as possible.

## Admission Information

In the event of an accident or sudden illness, you may be admitted at any time of the day or night via the Emergency Department or as a direct admission after arrangements by your physician.

If your admission is for Same Day or Elective Surgery, a few days before your surgery you will receive a telephone call from the pre-admission department nurse to arrange for a pre-admission appointment.

During this appointment,

- You can complete laboratory tests if ordered by your surgeon
- You will meet with the pre-admissions nurse and your anaesthetist who will:
  - Review instructions with you
  - Identify special care needs you may have
  - Talk with you about prescribed medications and allergies to medications
  - Verify your arrival time for surgery
  - Answer any questions you may have

## Admitting Office

Someone is always available to assist you; we are open 7 days a week, 24 hours a day.

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## Day of Admission

You will be given

- An identification bracelet with your name and BHB chart number.

Please confirm that the information is correct. Do not take the bracelet off until you have been discharged from the hospital. If the bracelet comes off for any reason, notify your nurse and ask for a new one.

### *What to Bring on Admission*

- Pre-admission package, if you received one during your pre-admission assessment
- Identification and insurance information
- All your prescription drugs including supplements, herbal remedies and preparations
- Toiletries including toothbrush, toothpaste, mouthwash, soap, powder, shampoo, deodorant, skin creams, sanitary napkins, breast pads, disposable diapers (if required)
- Hair dryer, razor
- Housecoat, slippers, underwear, socks and shoes
- Child's favourite toy or blanket (if required)
- Money for telephone (40 calls for \$20) and television (\$13/day, \$65/week) access

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## *What not to Bring*

- Personal electrical appliances (except hair dryer and razor)
- Valuables such as jewellery, credit cards, large sums of money or anything of sentimental value. We recommend that you keep no more than \$5.00 to \$10.00 at your bedside
- Alcohol
- Fragrances such as perfume, aftershave, lotions, etc.
- Potted plants

Hearing aids, dentures, contact lenses and glasses must be removed before surgery.

Should you lose an item, please notify the nurse manager on your ward.

## **Your Room**

To help you get settled, a member of the nursing staff will greet you and orient you to your surroundings. If you have any questions regarding your room, don't hesitate to ask. If you have comments or concerns about the cleaning of your room, please call ext. 1356 or ext. 1352. A supervisor from Environmental Services will visit your room promptly.

## **Advance Directives**

Having an Advance Directive helps ensure that your wishes about your health care and treatment are understood and respected when you cannot speak for yourself. It also reassures others that they are following your wishes.

The BHB supports the use of Advance Directives provided they are consistent with professional standards-of-care, other BHB policies and Bermuda law.

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This is one important way that BHB supports open and honest communication between you and the people who provide your health care.

Making an Advance Directive gives you the opportunity to talk about what kind of health care and treatment you want, with people who are close to you (such as your partner and family or loved ones) and people who provide your health care (such as doctors and nurses).

For more information regarding Advance Directives, please ask for our brochure or contact a member of the Quality and Risk Management Department, 441-239-1553 or extension 1553.

## Your Health Care Team

### Hospitalists

While you receive treatment at KEMH, your Hospitalist will see you every day and more, if needed. As specialists in hospital care, they can call on an interdisciplinary team of other specialist physicians and allied health workers to co-ordinate your care while you are a patient.

### What are Hospitalists?

Hospitalists are internal medicine physicians who specialise in the care of hospitalised patients. Your hospitalist team helps to provide coordinated, efficient and effective care.

### Can my GP visit me in the hospital?

Yes, your GP can visit you in the hospital and may discuss your care with your Hospitalist. If you are under the care of a Hospitalist, he/she will make the clinical decisions surrounding your care.

### How is my care affected?

The Hospitalist acts as your primary care provider during your hospital stay. Because of their availability in the hospital, your care will be efficient and effective. Your GP is notified and updated regarding your hospitalisation.

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## Are Hospitalists available to update the family?

The Hospitalist is available to update family and patients of important results and changes. The Hospitalist also coordinates important discussions pertaining to patient care between the patient, family and all physicians involved.

## What happens when I leave the hospital?

You will return to your usual GP. Hospitalists and GPs communicate so that when you are discharged from hospital you move seamlessly between the hospital and the community, and benefit from the best in both sectors.

## Nurses

Registered nurses are a critical link between you and other members of your health care team. Available 24 hours a day, they help communicate your needs to your other care providers, and they explain important information so that you understand your treatment and are able to participate in your recovery. Nurses assess your condition, plan and evaluate your daily care, administer medications and intravenous fluids and perform treatments.

They provide education about your medical condition and how to continue treatment after your hospital discharge. As advocates for your care and recovery and the maintenance of your health, our nurses work to ensure you receive the highest quality health care.

## Pharmacists

Although you might not meet your hospital pharmacists, they are important and active members of your care team. In addition to preparing medications using the latest technology, they also monitor your therapy for effectiveness and help avoid side effects, allergies and possible interactions with drugs and foods.

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## Allied Health Services – Rehabilitation Experts

Your rehabilitation care team consists of Doctors (Physiatrists), Rehabilitation Nurses, Therapists (Occupational Therapists, Speech Pathologists and Physiotherapist), Cardiac Education Specialists, Dietitians and Medical Social Workers who offer a multidisciplinary approach to guide you toward the most complete recovery possible.

Our team is available to you while you are hospitalised and after your discharge. You will be assessed by our experts and together with your doctor, you, and members of your family, a course of care will be planned that is tailored to your specific rehabilitation needs.

## Other Members of Your Health Care Team

There are many other professionals involved in your care, such as Lab and Diagnostic Technicians, Environmental Services staff and Food Services staff who are dedicated to ensuring your recovery and comfort during your stay.

## Patient Advocacy Services

The Patient Advocate Office serves as the liaison between patients and the hospital so that our moral, ethical, operational and care standards are upheld and expectations are met and exceeded.

At BHB our goal is to provide our patients with the best in medical, health and wellness care, however, if we fail to meet our patients' or their families' expectations, our Patient Advocate can help you with:

- Any unmet needs
- Hospital policies and procedures
- Compliments and/or complaints
- Ethical questions and/or concerns

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## Contact us with your concerns

Please do not hesitate to voice your concerns. If you contact us, two things will happen. You will give us a chance to try to resolve your problem and in solving your problem, we will also learn how to provide better service.

The information you provide is used to help us improve the care we deliver. We value what you have to say and we welcome your call. Contact us on extension 1425 or 441-239-1425. Email: [patientadvocate@bhb.bm](mailto:patientadvocate@bhb.bm)

## Mealtimes

Nutritionally balanced meals are an important part of your medical care. A menu order system is used in KEMH to enable you to select your choice of meals and meet any special nutritional or dietary requirements.

If you need assistance filling out your menu request, a volunteer is available mornings to assist you.

Meals are served between the following times:

- Breakfast: 7:30 am to 9:30 am
- Lunch: 12:30 pm to 1:30 pm
- Dinner: 5:30 pm to 6:30 pm

Snacks and hot and cold beverages are also available throughout the day.

If you require a meal after the service has ended, please inform your nurse of any concerns or requests.

## Guest Meal Trays

You may order a guest tray at a nominal cost for a visitor who wishes to remain with you for a meal. Arrangements can be made through your nurse. Should you have any questions or concerns regarding the menu, your diet, or our service, please contact the Food Services Technician on extension 1615 or 441-239-1615.

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# Your Health and Safety

Patient Safety is a top priority at BHB. Multiple programmes have been put in place to create a “Culture of Safety.”

These include:

## Patient Identifiers

While you are an inpatient at KEMH, expect our staff to check for two identifiers (usually name and birth date) in order to make sure:

- We reliably identify the patient as the person for whom the service or treatment is intended
- We match the service , surgery, medications, blood products, specimens or treatment to that individual patient

We believe that strict adherence to this policy will ensure the safest care for each patient. Please bear with us at times when the two-identifier check seems obvious and repetitious from a caregiver. If you are in a situation where someone is starting treatment or giving you medication without matching your identification band to the treatment requisition, please speak up and remind the clinician to confirm this information.

## Informed Consent

Informed consent is a process of communication between a patient and physician that results in the patient’s authorisation or agreement to undergo a specific medical intervention. A signed and witnessed consent form is required by law before any surgical procedure.

The physician providing or performing the treatment and/or procedure will disclose and discuss with you:

- Your diagnosis
- What procedure is to be done and why

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- Risks and benefits of the procedure and the likelihood of either occurring
  - Other treatment options and their associated risks and benefits
  - How your information will be kept confidential

In turn, you will have an opportunity to ask questions to elicit a better understanding of the treatment or procedure, time to consider your options and to review the consent form prior to signing.

### **Correct Patient, Procedure, Site**

All relevant medical records are reviewed by the surgical team prior to surgery. The operating surgeon marks the site of the surgery and then a final review will be performed that provides time for any questions and concerns to be addressed.

### **Participating in Your Care (SPEAK Up)**

By becoming an active member of your health care team, you can help improve care, prevent errors and speed your recovery.

- Make a list of questions for your care team to help you remember what to ask.
- Make sure you can see and hear well when your care team are answering your questions. Ask a relative or friend to be with you if you think this will help you understand and remember the answers.
- Make sure you receive the results of any test or procedure.
- Ask for explanations of what the results mean for you.

Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know. Pay attention to the care you get. Always make sure

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you're getting the right treatments and medicines by the right health care professionals. Don't assume anything. Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan. Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes. Use a hospital, clinic, or other type of health care organisation that has been carefully checked out. For example, Accreditation Canada visits our hospitals regularly to see how well we meet their hospital quality standards. Participate in all decisions about your treatment. You are the centre of the health care team.

## **Help Prevent the Spread of Germs**

Hand washing is the best way to prevent the spread of germs. Wash hands for at least 15 seconds. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands or wear gloves before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and waterless hand sanitizer dispensers for use by staff, patients and visitors.

- Practice good personal hygiene.
- Let your nurse know if your gown or linens are soiled.
- Ask friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital.
- Get vaccinated, if it is recommended. Flu and pneumonia vaccines can help prevent illnesses, particularly in young, elderly and high-risk patients.
- Speak up if you have any questions or concerns.

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## Medicine Safety

While you are in the hospital, it is important for you and your physician to talk about your medicines. Tell your physician and nurse everything you are taking, including:

- Prescription medicines
- Over-the-counter medicines (like aspirin and cough medicine)
- Medicines that a family member or friend gave you
- Vitamins
- Herbal products
- Health food store products

Do not take medicines that you brought to the hospital from home unless your physician or someone on your health care team tells you that it is OK.

Before your health care team administers medication to any patient, we check for:

- Right patient
- Right drug
- Right dose
- Right time
- Right route (pill by mouth, IV, etc.)

## Preventing Falls

Avoiding slips, trips and falls will help you maintain your health and wellness.

In the hospital, people can be at a higher risk for falling down. Illness, surgery and medicines can make you weaker than usual or can affect your balance or judgment. We want to keep you safe from injury of any kind, including an accidental fall. You can help!

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### *Your health care team will:*

- Assess you for your risk of falling upon admission and as your condition changes
- Determine what preventive measures should be taken to prevent a fall while you are in the hospital, and share this information with other staff
- Show you how to use your call bell and remind you when to call for help
- Respond to your calls for assistance in a timely manner
- Assist you with getting in and out of bed and using the restroom, as needed
- Provide you with safe footwear and any recommended equipment (such as a walker or bedside commode) that will make it safer for you to move about
- Make sure the call bell and other needed items are within reach before staff leaves you alone

### *We ask you or a loved one to:*

- Tell your nurse if you have a history of falls
- Ask your nurse what your assessed risk for a fall is and what prevention measures are being taken
- Use the call bell to ask for help before attempting to get out of bed. After calling for help, stay where you are and wait for staff to come and help you. When finished in the bathroom, use the call bell and wait for staff to assist you back to your bed
- Wear non-skid footwear and use equipment that has been provided for your safety
- Make sure the call bell and other needed items are within reach before family or staff leaves your room

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# Information for You, Family and Friends

## Electronic Devices - Cellular Phones, etc.

Patients and visitors may not use wireless communication devices in critical care areas, i.e., ICU, Operating Room and Diagnostic Imaging or within one meter of medical monitoring/controlling devices. Patients and visitors may use wireless communications devices in non-critical care areas, i.e., lobbies, main entrances, waiting areas and most nursing units. Please check with nursing staff before using a wireless communication device.

If you must use your cell phone, please speak in a low voice so as not to disturb the privacy and comfort of other patients and visitors.

## Fire Safety

Fire drills are routinely conducted to conform to Bermuda Fire Service and Hospital regulations and to ensure the safety of Hospital procedures. Fire drills or actual fire alarms begin with the sounding of a loud siren. Should the fire alarm sound, remain calm and return to your room if you are on the ward. Your nurse will keep you informed and assist you as needed during the fire event. Elevator use is prohibited during an alarm. If you have any questions, please ask your nurse.

## Security

KEMH Security Services is concerned about the safety and welfare of all patients and visitors, staff and volunteers.

- There is restricted access to the hospital after visiting hours.
- Staff and volunteers are required to wear name badges.
- If you are unsure or concerned about someone who enters your room or the nursing unit, alert your nurse immediately.

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You may contact the KEMH Security Office on extension 1999 or 441-239-1999.

## Telephones and Television

Service may be obtained by notifying the nurse-in-charge or the ward clerk.

- Cost for telephone access is 40 calls for \$20
- Cost for television access is \$13/day, \$65/week

The use of headphones or earphones is recommended so as not to disturb the privacy and comfort of other patients and visitors.

## A Smoke-Free Hospital

In an attempt to promote the healthiest environment possible, KEMH is a smoke free hospital. Patients and visitors may not smoke anywhere in KEMH, including on any patient care unit, lobby, or in your room. Smoking is only permitted in outdoor designated areas. Currently, the smoking areas for visitors and patients are located in the Montrose Cottage garden opposite the emergency entrance and at the Continuing Care entrance.

## Perfume

For the protection of high risk (sensitive/allergic) patients and staff, please refrain from using perfumes, colognes and/or other perfumed products when entering the hospital.

## Latex Allergies

Many people also experience allergic reactions to latex balloons. Therefore they are not allowed within the hospital. Mylar balloons are acceptable, as they are non-allergenic. If you have a latex allergy, make sure you bring it to the attention of your health care provider.

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## Flowers

Florists make deliveries daily to the hospital. Friends and relatives must make arrangements for delivery through their designated florists. Once the flowers arrive in the hospital, they are delivered to patients by volunteers.

## Visitors and Telephone Enquiries

We encourage visiting, as it plays an important role in your care and recovery. The Information Desk, located in the main lobby is staffed by Hospitals Auxiliary of Bermuda volunteers, who will assist in locating patients. Visitors and callers are asked to identify a patient by name when phoning or coming to the Information Desk. The receptionist will confirm the patient's admission and location. Enquiries concerning a patient's condition will be transferred to the unit, where the nurse-in-charge may provide further information.

## Visiting Hours

- General and Surgical Wards

12:00 to 8:00 pm

- Intensive Care Unit

Visitors to this ward are restricted to immediate family

10:00 am to 2:00 pm and 4:00 to 8:00 pm

- Maternity

Fathers 8 am to 8 pm

Grandparents, siblings and general visitors are 12pm to 2pm and 4 pm to 8 pm

Quiet time is from 2 pm to 4 pm

Visitors for Room 1000 can visit from 11 am to 8 pm.

- Gosling Ward (Pediatrics)

7:30 am to 7:30 pm

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## Visitors on the Units or Wards:

If you have visitors, please be aware of the following:

- No more than two visitors at a time at each bedside
- Visitors who are feeling ill and with fever are asked not to enter the hospital to visit
- Visitors should stop at the Nursing Station on each unit to find out if a patient is able to receive visitors
- All visitors are required to use hand sanitizers when entering and leaving the hospital
- All visiting is at the discretion of the doctors and nurse in charge
- Children under 12 years of age are not permitted to visit
- Visitors should not stay long. A patient tires quickly entertaining visitors
- Patients require a quiet, restful environment and visitors can assist by walking softly and speaking in low tones
- Consult the nurse before bringing food or beverages to patients
- Alcoholic beverages and illegal drugs are not allowed in the hospital
- Visiting may be interrupted to allow for doctor's examinations, nursing care, special care and treatments
- The Maternal/Child Unit has special visiting hours

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# Services and Amenities

## Banking

Butterfield Bank and Bank of Bermuda (HSBC) ATMS are located on the Ground Floor in the area behind the elevators.

## Food

### KEMH Staff Cafeteria

Located on the first floor, the staff cafeteria serves breakfast, lunch and dinner, Monday to Friday. Visitors to the hospital are permitted to use the staff cafeteria. Patients may not use the staff cafeteria. Hours of operation: 7:30 am to 11:00 am, 12:00 pm to 2:00 pm and 5:30 pm to 7:00 pm.

### Pink Café

Located on the Ground Floor, the Pink Café is operated by the Hospitals Auxiliary of Bermuda (HAB) and serves breakfast, lunch and coffee, tea, cold drinks, sandwiches and snacks to visitors and employees. Hours of Operation: 9:00am to 3:30 pm, Monday to Friday.

### Snack Shop

This small shop sells, candy, snacks, and beverages. Located on the ground floor in the Continuing Care wing, hours of operation are Monday – Friday, 9:30 am to 12:15 pm and 1:30pm to 4:15 pm.

### Vending Machines

Vending machines are located in the Emergency Department waiting room and the Cafeteria.

## Gift Shop

Operated by the Hospitals Auxiliary of Bermuda, the Gift Shop is located on the Ground Floor and caters to both visitors and patients. It is stocked with beautiful and unusual items.

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Hours of operation: 9:00am to 4:00pm Monday through Friday and 9:00am to 2:00pm on Saturdays.

## **Hospitality Cart**

The Hospitals Auxiliary of Bermuda Volunteers operate a hospitality cart which makes rounds throughout the units each morning. Candies and snacks, toiletries, newspapers and paperback books are available for purchase.

## **Health Sciences Library**

Patients and visitors are welcome to use the clinical collection, research services and consumer health education materials at our Health Sciences Library during business hours. Internet access is provided and photocopy and fax machines are also available.

The Librarian is available to assist you Mon-Fri 8:00am to 4:00pm. The Library is located on the ground floor next to the HAB Gift Shop. For more information call extension 1303 or 441-239-1303.

## **Patient Library**

The travelling library, operated by the Hospitals Auxiliary of Bermuda, brings current magazines and books to your bedside several times a week without charge.

## **Lost and Found**

If you lose an item while in the hospital, please notify the nurse manager on your ward or you may contact our Security Services on 441-239-1999, or ext. 1999.

## **Medical Equipment Rental**

Hospital equipment rental is available through the Bermuda Red Cross Society. "Charleswood" 9 Berry Hill Rd., Paget. For more information contact 441-236-8277, or email [redcross@logiic.bm](mailto:redcross@logiic.bm). Website: [www.bermudaredcross.com](http://www.bermudaredcross.com)

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## **Newspapers**

Local daily papers are available for purchase from either the Hospitality Cart or the HAB Gift Shop.

## **Pharmacy Services**

In addition to our Main Pharmacy, we have an Out-Patient Pharmacy that supports your prescription needs. Located on the ground floor next to the Emergency Department, the hours of operation are Monday – Friday 10:00 am to 6:00 pm. For more information please contact the pharmacist on duty at 441-239-1475.

## **Mail**

Mail addressed to patients in the hospital should identify the addressee as a patient to ensure prompt delivery. Mail arriving after a patient is discharged will be forwarded to the patient's home address if it is on file. An outgoing mail box is located on the ground floor lobby.

## **Taxi Service**

Taxi pickup may be arranged with the receptionist at the Information Desk.

## **Wi-Fi Internet Access**

Complimentary wireless internet access is available to patients and visitors with laptop computers on most wards and public areas. Logon: Guest, Password: Guest.

## **Pay Phones**

Pay Phones are located in the ground floor lobby, the Emergency Department waiting room and at the entrance to the Old Hospital /Continuing Care wing.

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# Special Services

## Foreign Language Interpreters

BHB provides free medical interpreter services to patients whose first language is not English. Patients can communicate important medical information through our interpreter volunteers who are available via phone service and on-site providing verbal or written translations for numerous foreign languages.

This service is available 24 hours a day, seven days a week.

If you or a family member would like interpreter assistance, please inform your nurse or contact 441-239-2134.

## Assistance for the Hearing Impaired

To ensure effective communication with patients and their companions who are deaf or hard of hearing, we provide sign language and oral interpreters services free of charge. To request this service, please inform your nurse or contact 441-239-2134.

## Pastoral Services and Chapel

The Pastoral Care team cares for a wide range of spiritual needs and spiritual injuries, providing a sensitive and inclusive ministry in health crises. This team consists of approximately 160 representatives from most faith groups in Bermuda. They lead regular interfaith services in the hospital chapel and provide on-call spiritual support for patients, their families, caregivers and staff. The team is available for:

- Pastoral care and counselling
- Spiritual assessment, intervention, comfort, and nurture
- Facilitation and support of religious practices of all faiths and spiritual paths
- Emotional support

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- Non-judgmental listening
  - Crisis intervention
  - Advocacy for patients and staff
  - Collaboration with all members of the health care team
  - Consultations on advanced directives, end-of-life decisions, and ethical issues

The Chapel is open daily from 8:00 am to 8:00 pm for meditation. It is located on the second floor of the Continuing Care wing. A Security Guard can admit you after hours, please contact 441-239-1999 or extension 1999 for assistance.

Chapel Services are held:

- Thursday 2:00 pm
- Sunday 11:00 am

If you need to contact a member of the Pastoral Care team, please inform your nurse or you may contact extension 2134 or 441-239-2134 between the hours of 9:00 am to 5:00 pm, Monday to Friday.

## **Ethics Consultation Service**

Making complex health care decisions is not easy. An ethics consultation is designed to assist patients, families and health care providers to identify, clarify and work through ethical concerns. If you or a family member needs to discuss or report an ethical issue related to your care, dial our Ethics Consultation Hotline 441-291-4673. If you leave your name and number, an Ethics Committee member will return your call. All consultations are confidential.

## **Medical Concierge**

Our Medical Concierge Service provides on-site travel services to assist you and your relatives with international travel needs,

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including flight and hotel reservations and overseas medical services.

The Medical Concierge provides these services:

- Assistance with coordinating appointments to overseas medical services
- Assistance with air, hotel, transportation arrangements, and provision of discounts when available
- Connection with Meyer-Franklin Travel, a business travel service, to schedule or confirm airline reservations at the BHB travel office
- Arrangement of taxi or car service between the airports and hotel
- Information about leisure activities for family members

Our Medical Concierge is located opposite KEMH at 33 Berry Hill Road. Hours of operation are 9:00 am to 5:00 pm Monday to Friday. No appointment is needed. Please call ext. 6305 or 441-239-6305. In case of emergency phone 441-331-7401. Email: [medicalconcierge@bhb.bm](mailto:medicalconcierge@bhb.bm)

## **Organ and Tissue Donation**

BHB works in partnership with the New England Organ Bank (NEOB), the oldest independent organ procurement organisation (OPO) in the U.S. NEOB collaborates with BHB staff to clarify organ and tissue donation policies and to ensure that potential donors are consistently recognised and referred.

Donor cards are available at doctors' offices, post offices and at TCD.

For more information, contact The Bermuda Organ and Tissue Donor Association at 441-236-1275.

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# Leaving the Hospital and Discharge Planning

## Planning for Post-Hospital Needs

Taking an active role in your health care can result in a better overall hospital experience and a quicker recovery. An individualised plan of care, which involves you, your family, your physician and your General Practitioner, is essential in order to obtain and maintain your best health. Remember, that by asking your physicians and the nursing staff questions about your procedure, medications and the treatment options that may be available to you, you can ease your mind and speed your healing process. Sharing your concerns and questions as early as possible helps your health care team and your physician find the services you need outside the hospital.

When returning home is not an option, we provide assistance with placement planning. Medical Social Workers work with other members of the health care team to help guide you and your family in determining whether you can return home safely. You will be assisted in making plans for additional home support, if needed. Discharge options include convalescent care, retirement homes and long-term care facilities (nursing homes). Medical Social Workers can be reached at 441-239-1453.

Ask your nurse for more information about discharge planning for you and your family. We'll help you to prepare for the right care at the right time.

## Going Home

When you are ready to leave the hospital, the expected time of discharge is 11 am on that day. There may be instances however, when discharge times vary, and we ask for your flexibility in arranging lifts and travel to best accommodate this.

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You will need someone to drive you home and someone should be available to help you should you need additional assistance. Please keep this in mind as you plan your hospital stay with your family and our staff.

## Follow up

You may already have a follow-up appointment with your doctor. If not, please ensure that you make one for sometime in the next few weeks if necessary.

## Discharge Checklist

- Do you have transportation to your home?
- If you have a wound, what care is needed?
- Do you have stitches or clips that need to be removed?
- If you are already receiving care or services at home, does the service provider know you have been discharged?
- If there are any problems when discharged, whom do you contact?
- Do you have your prescription?
- Medication is not supplied by the hospital. Is there someone who can get the medication for you? Do you know what your medication is for, how often and, for how long you should take it?
- Do you have all your belongings?
- Do you have a letter for your doctor?
- Do you need an outpatient appointment or follow-up care?
- When can you return to work and normal activities?
- Do you need a medical certificate for your employer?

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## Financial Matters

Your bill will show the hospital's charges for the services you received. The daily rate covers room, meals and general nursing care.

Charges for hospitalist services, medical and surgical supplies, laboratory tests, diagnostic tests, intensive care, operating and recovery room charges, robot consultations and medications will be itemised on your bill.

The fees for your personal physician, surgeon, obstetrician or anaesthetist are not included in your hospital bill. Payment for these services is to be arranged between you and your physician.

There are several ways to pay for the care you receive. If you present the policy numbers of your medical insurance when you are admitted, the hospital will bill the insurance company directly. Your bill will then reflect only that amount not covered by your insurance.

If your bill is only partially covered by insurance, you must pay the balance personally. If you wish accommodation above the level of your insurance coverage, or if you do not have insurance, you must pay for five days of accommodation prior to your admission.

## Financial Assistance

If you are unable to pay your bill immediately, or if you foresee problems, the hospital's Credit Manager will do everything possible to assist you in making financial arrangements. Please contact the Credit Manager, 441-239-1683.

## Visitors to Bermuda

The hospital accepts insurance coverage through Blue Cross/Blue Shield, upon confirmation of insurability. The hospital is not affiliated with any other insurer for medical benefits. If you are a visitor from overseas, your account is payable at

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time of discharge. This can be settled by major credit card. Documentation for your insurance reimbursement can be obtained through the Credit Office, 441-239-2026 or ext. 2026

### **Bill Payment**

Hospital bills may be paid at the Cashier window on the Ground Floor of the hospital next to the Emergency Department waiting area. After 3:00pm and on weekends, bills may be paid at the Admitting window in the Emergency Department waiting area. Cash, personal cheques or credit cards are accepted.

### **Bermuda Hospitals Board Fees**

Current Bermuda Hospitals Board (Hospital Fees) Regulations can be found on our website [www.bermudahospitals.bm](http://www.bermudahospitals.bm)

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## Frequently Used KEMH Telephone Numbers

The following numbers are in the 441 area code. If you are using a KEMH phone, you may also dial the 4-digit extension number for the office or service you are trying to reach:

KEMH Main Number	236-2345
Admitting	239-1541 or 239-1443
Agape House	239-1465
Asthma Centre	239-1652
Billing and Credit Office	239-2026
Chapel Access	239-1999
Day Hospital	239-1180
Diabetes Centre	239-2027
Dietitians	239-1602
Emergency Department	239-1359
Ethics Consultation Hotline	291-4673
Executive Office	239-1434
Financial Counselling	239-1683
Health Information Management Services (Medical Records)	239-1483
Home Care	239-1712
Information Desk (Patient Information)	239-2001
Interpretation and Hearing Impaired Services	239-2134

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Lost and Found	239-1999
Medical Concierge	239-6305
Medical Social Worker	239-1453
Nursing Executive Office	239-1716
Red Cross Medical Equipment Rental	236-8277
Occupational Therapy	239-1299
Oncology Department	239-1412
Outpatient Pharmacist on Duty	239-1475
Patient Advocate	239-1425
Pastoral Services Team	239-2134
Physiotherapy Services	239-1402
Public Relations Department	239-2104
Quality and Risk Management	239-1553
Security Services	239-1999
Speech Therapy	239-1548
Volunteer Services	239-2134



# **Bermuda Hospitals Board**

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