

## Substitute Decision Maker (SDM)

An SDM is a person who can legally make healthcare decisions on your behalf if you are not able to understand or communicate the information needed to make decisions about your care.

If you do not have an SDM identified and cannot consent to your treatment, Ontario law clearly guides healthcare practitioners in determining who your legally recognized decision maker(s) will be.

## Culturally Safe Services

OSMH provides access to culturally safe services (Indigenous Patient Navigator, Spiritual Care, Translators, French language services) through the Patient Experience Office. OSMH is a trusted partner in providing Safer Spaces for LGBTQ2S+ patients and their families.

## Your feedback is valuable

At OSMH, we are committed to best practice and providing patients the highest quality of safe, efficient care.

The OSMH team is committed to quality improvement as a partner in your current and future care. We rely on your feedback.

We would appreciate your time in completing a patient experience survey, should you be contacted after your visit to OSMH. If you have a compliment, comment, or concern we want to know about it. Please tell your health care provider or the Patient Experience Office.

PUTTING  
PATIENT  
SAFETY **1<sup>st</sup>**

PATIENT INFORMATION BROCHURE

### OSMH Patient Experience Office



(705) 325-2201 ex 3365



patientrelations@osmh.on.ca

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Partnering  
with you...  
...for you  
Important  
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## Partners in Healthcare

As a patient, you have a key role in your successful recovery. Below are a few ways you can help our care teams to effectively treat and serve you.

## Expect Us to Check

Expect that we will check your identity by asking for your first and last name, date of birth, and looking at your identification armband.

Expect that we will confirm your identity whenever we perform a treatment, procedure, give medication, collect a specimen, or deliver your meal tray.

## Committed to Providing a Safe Environment

During your visit some of the ways OSMH keeps you safe are:

- Accessible & gender neutral **washrooms** are marked and located through the hospital.
- Accessible **elevators** are found in central corridors.
- **Hearing and language** accessibility services include:
  - American Sign Language (ASL) Interpreters
  - Assistive Listening Devices (pocket talkers)
  - Remote translation services
- Service animals are welcome

## Falls

- Make sure your call bell and any assistive devices are within reach at all times.
- Ring for help when you need it.
- Wear footwear with non-skid soles that fit properly.

Work with your healthcare team to determine the best and safest way for you to walk, stand, and transfer.

## Medications

A medication refers to all prescription and non-prescription / over the counter, vitamins and herbal products.

- Tell your healthcare provider about any allergies or previous reactions to medications you have had.
- Know what medicines you are taking. Tell your healthcare provider:
  - *Name of medicine*
  - *Strength or dosage*
  - *How often you take the medicine*
  - *Why you are taking the medicine*
- Discuss concerns or ask questions about your medicine, such as:
  - *How do I know it is working?*
  - *What side effects can I expect?*
  - *How long should I take it?*
- **DO NOT** take medications other than those approved by your OSMH prescribing healthcare team, while in hospital.

## Infections

- Proper hand-washing or use of an alcohol based hand rub is the best way to prevent infections.
- Ensure your healthcare providers and visitors clean their hands before being in contact with you.
- Cover your mouth and nose when coughing or sneezing, and then clean your hands.

## Preventing Blood Clots

Patients in hospital are at an increased risk of developing blood clots that can result in pain, redness, tenderness and swelling. A loose blood clot travelling through your veins can delay your recovery and cause further complications.

Consult with your healthcare provider for appropriate ways of reducing your risk.

## Pressure Injuries

Pressure injuries are caused when prolonged pressure reduces circulation to an area of skin, and can be a serious problem. By moving regularly, and minimizing friction and moisture on the skin, most pressure injuries can be prevented.

You have an important role in preventing pressure injuries. Work with your healthcare provider to ensure you are moving at least every 2 hours while in bed, and at least every 30 minutes while in a chair.