Resident’s Handbook

University of Alberta Hospital
Mazankowski Alberta Heart Institute
Kaye Edmonton Clinic
and the
Stollery Children’s Hospital

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Welcome from the Senior Operating Officer and Co-Facility Medical Directors

Welcome to the Walter C. Mackenzie Health Sciences Centre (WMC), home of the University of Alberta Hospital (UAH), Mazankowski Alberta Heart Institute (MAZ), the Kaye Edmonton Clinic (KEC) and the Stollery Children’s Hospital (SCH).

We are proud to be closely aligned with the University of Alberta Faculty of Medicine and Dentistry, Faculty of Nursing, and other health sciences faculties, which all assist us in providing quality patient care.

Our goal is to ensure the highest degree of quality patient care by focusing on safety and using state-of-the-art treatment methods and procedures. With our extensive and specialized clinical services and highly qualified staff, our hospitals are leaders in Canada in terms of clinical care, research and teaching.

The UAH//MAZ/KEC and SCH are integral parts of Alberta Health Services and our physicians and staff are committed to ensuring healthier people and healthier communities through cooperation with our partners – the community, health care providers, educators, and researchers.

We trust that you will enjoy and benefit from your studies here at the UAH/MAZ/KEC and the SCH.

Good luck and best wishes for the future.

Sincerely,

Cathy Osborne  
Senior Operating Officer

Dr. Stewart Hamilton  
Co-Facility Medical Director

Dr. Dylan Taylor  
Co-Facility Medical Director
Alberta Health Services (AHS) - Edmonton Zone (EZ) provides complete health services to one million residents in the cities of Edmonton, Fort Saskatchewan, Spruce Grove and St. Albert, the counties of Leduc, Parkland, Strathcona and Sturgeon (including communities within their geographical areas), as well as the town of Devon and communities in the eastern part of Yellowhead County. The EZ serves a total of 1.7 million people across central and northern Alberta, providing specialized services such as trauma and burn treatment, organ transplants and high-risk obstetrics.

In addition to emergency and acute care, AHS – Edmonton also provides home care services, outreach programs focusing on rural areas and aboriginal health, telehealth, continuing care, public health, specialty clinics, mental health services and numerous rehabilitation and prevention programs.
The University of Alberta Hospital (UAH) is one of Canada’s leading clinical, research and teaching hospitals, treating more than 700,000 patients annually from across western and northern Canada. The UAH offers a wide range of diagnostic and treatment services, including specialized services with cardiac sciences, neurosciences, surgery, medicine, renal, critical care, emergency/trauma care, and a state-of-the-art burn unit. The hospital is also home to Alberta Health Services’ organ and tissue transplant program, which is recognized as a national leader in both success rates and transplant volumes.

Providing support to the surgery and transplant programs is the Comprehensive Tissue Centre, one of the only two fully accredited multi-tissue banks in Canada. The UAH is one of two major trauma centres within Edmonton and receives about 60% of all major trauma cases originating from outside the region.

The UAH training program for cardiac surgery is the largest in Canada and the cardiology-training program is the second largest.

The UAH is a major referral centre caring for patients from across Central, Northern and Western Alberta and the Northwest Territories.
Kaye Edmonton Clinic (KEC)

The Kaye Edmonton Clinic provides coordinated diagnostic and specialist services for outpatients - those who do not require a hospital stay – in an integrated facility.

The clinic was built in partnership between Alberta Health Services and the University of Alberta – providing an integrated model of ambulatory care, health sciences inter-professional education, and interdisciplinary research.

Although the KEC is unique in its design and the integration of patient care, education and research, it exists within the context of the University of Alberta Hospital site and is an extension of our venerable facility.
Mazankowski Alberta Heart Institute (MAZ)

The MAZ is one of Canada’s leading heart institutes. The MAZ is the home for highly skilled cardiac care professionals, researchers and educators and a training ground for the cardiac leaders of tomorrow.

A wide variety of services are offered at the Maz including:

- Specialty Cardiac Ambulatory Clinics
- Structural Heart Interventions
- Complex Arrhythmia and Ablation Services
- Cardiac Surgery including heart and lung transplant, complex aortic and endovascular aortic repair
- Mechanical Circulatory Support including Ventricular Assist Device and ECMO
- Hybrid Procedures (Cardiac Surgery and Interventional Cardiology) including TAVI
- Advanced diagnostic Imaging
- Cardiac Rehabilitation
- Inpatient Services including:
  - Cardiology
    - CCU
    - Cardiology Ward
  - CV Surgery
    - CVICU CV Ward
    - CV Ward

The cardiac surgery training program is the largest in Canada and the cardiology training program is the second-largest. Through the heart institute, new knowledge will be pursued through leading-edge research in the Alberta Cardiovascular and Stroke Research, the research department is located in the heart institute’s lower level.
Stollery Children’s Hospital (SCH)

The Stollery is a hospital within a hospital and is co-located with the UofA hospital on the WMC Site and at the RAH site. Known for its tertiary & quaternary services, the Stollery provides cardiac surgery and major organ transplants to children from across western Canada. In Fiscal Year 13/14:

- 222 beds (50% Critical Care)
- 8,839 admissions annually
- 40% of patients from outside zone
- 9,230 surgical procedures
- 45,768 visits to ED
- 120,000 outpatient visits
AHS and the University of Alberta (UofA)

AHS and the University of Alberta (UofA) are developing in collaboration a new ambulatory care and health professional education facility that will be co-located with the (UAH), (SCH) and (MAZ).

This facility, the Edmonton Kaye Clinic, will integrate health professional education with clinical practice serving to strengthen both education and clinical practice.
Access Cards

Contact Security at 780-407-8347 or visit them at 0H1.15 WMC

- Access cards are required to gain entry to multiple areas, such as parking and emergency.
- If you require a mailbox in the Mailroom in the Dvorkin Lounge, you will need to contact UAH Security and ask them to issue you an access code.
Audio/Visual Equipment

Location: 0J1.18
Health Sciences Multimedia: 780-492-9731

- Equipment is available for loan: overhead projectors, 35mm slide projectors, computer projectors, videotape payback, teleconference equipment. Please call the above number for maintenance of classroom equipment (i.e., burnt out bulb in projector, etc.)
- Multimedia Production Services: 780-407-6558
- Videoconference/Telehealth Coordinator: 780-863-6271
Cafeteria/Snack Bar

Located on the Main Floor of the WMC

- Trendz Express (UAH) 0630 – 1800 hrs Monday to Friday
- 0800 – 1800 hrs Sat & Sun, STATs
- Cafeteria 0600 – 1400 hrs Monday to Friday
- Mr. Sub 1100 – 1900 hrs Monday to Friday
- Snack Bar 1030 – 2300 hrs Monday to Friday
- 0630 – 2300 hrs Sat & Sun, STATs

Located on the Second Floor of the WMC

- Caffe Fantini (Tea House) 0700 – 1400 hrs Monday to Friday

NOTE: hours of operation may vary due to seasonal requirements in all outlets. Please check posted information in areas
Computer Access
NT Account & netCARE

If you have any questions regarding the computer system and require assistance or training, please contact:
Information Systems Help-Desk at 780-735-HELP (4357)

- NT log-in and password will allow you to access the AHS computers. All staff are required to complete Security Awareness training in order to keep their access both current and enabled.
- netCARE is Alberta Health Services’ electronic health record. Initiated in 2004, netCARE provides electronic access records pertaining to patient visits on the system (i.e. discharge summaries, OR reports, laboratory results, etc.). To access netCARE you will receive a log-on and password upon completion of the application forms. You will be provided with the forms prior to orientation.
Computer Lab

- Residents: please refer to the Faculty of Medicine and Dentistry’s Resource Handbook for Postgraduate Trainees for information.

- Students: Room 608, 6th Floor Medical Sciences Building
Diagnostic Imaging

Main Department Located at: 2H1.09 WMC
General Information Line: 780-407-8841
Patient Related Information Line: 780-407-8842

- The department of Diagnostic Imaging provides services for General Imaging, Specialty Imaging (Vascular Interventional Neuro Radiology/CT Scanning/Cardiac/MRI), Nuclear Medicine, Thoracic Imaging, Pediatric Radiology, Ultrasound, and Peripheral Vascular Lab. The Department maintains 24 hour services for patients. Diagnostic Images & results are available on netCARE.
Disaster Planning

The UAH/MAZ/KEC and SCH Emergency Resources is found at: http://insite.albertahealthservices.ca/10472.asp

Disaster Coordinator: 780-407-6398

- Included:
  - Site and UAH Documents
  - Policies and Procedures
  - Disaster Response Manual
- In the event of a disaster, go to you assigned unit. DO NOT go to Emergency unless called. If at home, stat at home until your regular shift unless called to come in – DO NOT call the hospital. Bring your Alberta Health Services’ ID to the hospital if called to come in.
- Familiarize yourself with the following codes:
  - Blue: Cardiac Arrest
  - Red: Fire
  - Black: Bomb Threat
  - Orange: Mass Casualty
  - Green: Evacuation
Dvorkin Lounge

Located at: 2G2.09 WMC

- This lounge is for medical staff, residents and student interns use.
- This lounge is equipped with a fridge, microwave, and television, sitting areas, mailroom and private washrooms.

Please respect this space and do your part in maintaining it for the convenience and use by your colleagues.
Fire Safety

Call : 66# from any phone

- R Remove those in immediate danger
- E Ensure room doors are closed
- A Activate the fire alarm
- C Call 66# and inform the Operator
- T Try to extinguish or control the fire
Frequently Called Numbers
Prefix for numbers are 780-40X-XXX

- **Staff Locating (Hospital Only)**  76191
- **Staff Locating (Outside Calls)**  78822
- **Admitting**  78422
- **A/V – TV Equipment Loan**  780-492-9731
- **Blood Bank**  78802/78803
- **Cardiac Arrest**  33#
- **Diagnostic Imaging and Radiology: Bookings**  78843
- **Diagnostic Imaging and Radiology: MRI Bookings**  77003
- **Diagnostic Imaging and Radiology: Patient Info Line**  78842
- **Dictation (Health Records)**  780-414-6900
- **Dvorkin Lounge**  78420
- **Echocardiography Lab (Adult)**  77209
- **Echocardiography Lab (Pediatric)**  73306
- **Emergency – Charge Nurse**  76006
- **Emergency – Main Desk**  78433/78434
- **Emergency – Triage Nurse**  72700
- **FIRE**  66#
- **Health Records - General Info/Patient Info**  76997
- **Health Records – Chart Retrieval**  78363/76887
- **Help Desk – Information Systems**  780-735-4357
- **Human Resource Services (Main Switchboard)**  78898
- **Human Resources Benefit Office**  780-408-8799
- **John W. Scott Health Sciences Library**  780-492-3899
Frequently Called Numbers cont’d
Prefix of numbers is 780-40X-XXXX

- Lab: Results 77484
- Lab: Test Add On Requests 77463
- Lab: Outpatient Laboratory – Ambulatory Care 78605
- Medical Slide Library 77631
- Occupational Health & Safety 780-342-8400
- Pager Inquiries (admitting) 78422
- PARA 780-432-1749
- Parking 78890
- Patient Information for Visitors 78408/78407
- Patient Relations Office 780-342-8080
- Payroll 780-735-0340
- Pharmacy – Drug Information (Mon-Fri 0800-1600) 76690
- Post Graduate Medical Education Office (PGME) 780-492-6729
- Security 78347
- SECURITY STAT 10#
- Co-Site Facility Medical Directors – Dr. Stewart Hamilton & Dr. Dylan Taylor 77455/71575
- Surgical Suites: Level I 78398/78466
- Surgical Suites: Level II 76955
- Surgical Suites: Level III Main Desk (Emergencies) 76954/76955
- Surgical Suites: Level III Booking Clerk 76803
- Switchboard 78822
- Switchboard – In-house only 0
- Undergraduate Medical Education Office 780-492-6350
Frequently Called Numbers cont’d

Other Hospitals:
- Grey Nuns Community Hospital:
  - Main Switchboard/Locating
  - Medical Education Office
  - 780-735-7000
  - 780-735-7434
- Misericordia Community Hospital:
  - Main Switchboard/Locating
  - Medical Education Office
  - 780-735-2611
  - 780-735-2991
- Royal Alexandra Hospital:
  - Main Switchboard/Locating
  - Medical Education Office
  - 780-735-4111
  - 780-735-5239
- Sturgeon Community Hospital:
  - Main Switchboard/Locating
  - 780-418-8200
- Leduc Community Hospital:
  - Main Switchboard/Locating
  - 780-986-7711
- Redwater Health Centre:
  - Main Switchboard/Locating
  - 780-942-3932
- Westview Health Centre:
  - Main Switchboard/Locating
  - 780-968-3600
- Fort Saskatchewan Health Centre:
  - Main Switchboard/Locating
  - 780-998-2256
- Devon General Hospital:
  - Main Switchboard/Locating
  - 780-987-8200
- Alberta Hospital Edmonton:
  - Main Switchboard/Locating
  - 780-342-5555
- Strathcona Community Hospital
  - Main Switchboard/locating
  - 780-449-5380
Hospital Identification Tags

UAH Security Office is located at 0H1.04 WMC, Ph: 780-407-8347

- Residents:
  - This will be arranged by the Undergraduate office and you will be notified of the details – Please remember to bring the completed ID request form (provided to you by the PGME) with you.
  - Your hospital identification tags must be worn at all times while on site. It is essential for safety and is required for after hour’s access. Please contact the Security Office if your tag is stolen or misplaced.

- Students:
  - This will be arranged by the Undergraduate office and you will be notified of the details. You will receive your identification tags at the beginning of your first year. You will require a new tag at the beginning of your third year to change the tag from “Medical Student” to “Student Intern.”
Human Resources – Benefits Office

Phone: 1-877-511-4455
or by email hrcontactcentre@albertahealthservices.ca
Email: benefits@albertahealthservices.ca

- Changes to your bank account number for direct deposit must be in writing and sent to the Human Resources Office. Changes to your benefits (i.e. AHC, Medical, Dental, Beneficiary designation, add/delete dependents, etc.) can be made by phone, fax or email.
Interpretation Services

- Located at: 1H1.26 WMC  
  Phone: 780-448-2627  
  Fax: 780-426-4918

- For questions and concerns regarding Interpretive Services for patients and families at UAH/SCH/MAZ, or for In-services about appropriate use of Interpretive Services.

- Interpretive Services costs will be covered for patients for a maximum of two hours for medical interpretation. If possible, please arrange appointments or consultations to meet this time frame.

Centralized Interpreter Services (CIS):
Weekday Services
0830 – 1630 hrs Monday to Friday

- When phoning CIS have the following information available:
  - Language needed
  - Date and time of call, exact location and hospital site
  - Contact name and complete form
  - Complete the top portion of the CIS Booking/Invoice Form (available at nursing units or outpatient departments)
  - Fax the form to CIS
  - After the interpretation occurs, complete the remainder of the CIS form
  - Fax the completed form to CIS
  - Photocopy the CIS form for the patient record. Mail the original form to Interpreter Services

Evening, Night & Weekend Service

- Advise Switchboard of the language required and request an overhead page asking if someone is available in the hospital who speaks that language.
Lab Coat
Linen Services
Located at: 0H4.02 WMC
Phone: 780-407-1882

- **Residents**: You will be issued two lab coats at the beginning of the year. Soiled lab coats will be straight exchanged for clean ones throughout your rotation at Linen Services.

- **Students**: You are responsible for the purchase of your own lab coat, as they are not provided by the UAH however available at Linen Services.

- **NOTE**: Having to replace disappearing scrubs costs Alberta Health Services $250,000 every year. That’s money that could be spent on the resources your staff need to do their jobs even better. Staff will be able to access scrubs through the linen room between 0630 – 1830 hrs. For after hour access a cart will be set up outside the Linen room where an access code is required.

- **Scrub wear** (scrub suits and warm-up jackets) are not to be removed from the hospital site.
Libraries

John W. Scott Health Sciences Library
Located in WMC – 2K3
General Information : 780-492-3899
Reference Desk : 780-492-7947
Reference email: jwsinfo.library@ualberta.ca
Web Address: www.library.ualberta.ca

Hours of operation are available from library web page or call 780-492-4174. A current schedule is posted on the entrance door.

Librarians are available for group or individual consultations, call 780-492-4174.

After hour access – Contact security (780-407-8347) ONLY if the matter is related to patient care.

A Campus Computing ID is required for access to all library databases and full-text electronic journals.

A ONEcard is your University ID, library card, and debit card for printing/photocopying. It is issued from the ONEcard Office (Cameron Library, Rm B-12, ph: 780-492-7924)
Libraries

Medical Slides Library/Medical Photography

Located in WMC – 0J1.31Z
Phone: 780-407-7631 or 780-407-7624
Locker Location and Registration

Residents: WMC 0H3.01 – Female Lockers  
WMC 0H3.02 – Male Lockers  
There is no charge for lockers at the UAH but you **must** register your locker with the Security Office. To claim a locker simply place your own lock on an empty locker. Contact the Security Office to advise them of the locker location and number. The security office is located in WMC 0H1.01 (phone: 780-407-8347).

Students:  
1\(^{st}\) and 2\(^{nd}\) Year: MSB 2-10 – Female Lockers  
MSB 2-06 – Male Lockers  
*Contact the Undergraduate Medical Education Office at 780-492-6350 for more information*  
3\(^{rd}\) and 4\(^{th}\) Year: As above for Residents  

**Please note:** No valuables should be kept in lockers at any time.
Mailboxes

Residents:
Mailboxes are located in the Dvorkin Lounge (WMC-2G2.08). To inquire about obtaining a mailbox, contact the mailroom at 780-407-8897. Mailboxes are assigned on a first come, first served basis.

To gain entry to the Dvorkin Lounge Mailroom you will need to contact the Security Office at 780-407-8347 to obtain the access code.

Students:
Mailboxes are located in the Medical Students Lounge.
Media Access

- Requests from media for interviews and footage at the U of A Hospital, the Stollery Children’s Hospital and Mazankowski Alberta Heart Institute are reviewed and approved by Alberta Health Services Public Affairs.

- If you are contacted directly by any media requesting access to patients, staff, physicians, or the facility please refer them to Public affairs at 780-407-2602.
Medical Education Office

Location: WMC 1F1.08
Phone: 780-407-2798

The Medical Education Office’s function is to act as a key source of site-based information and support for all medical residents and students who are completing their clinical rotations at the UAH//MAZ/KEC and SCH.

Please contact PGME office if you encounter any problems with NT Log-on and passwords, lockers, workplace safety or Tandem access at: 780-492-9722

Please Note: matters concerning specific educational programs and rotations should be addressed through the appropriate Faculty Office.
Medical Health Records

Health Records is located at WMC 0E1. Access is available with authorized card entry from 6 AM to 6 PM (may also be buzzed in 24/7).

Contact:
780-407-7638 to have deficient charts pulled
780-407-7287 for research projects
780-407-6887/780-407-8363 for standard chart requests

There are telephone dictation cubicles with computers that are available for dictation. Statistical reports/chart reviews are provided with approved authorization. Patient record information is available on microfiche/rolls from the mid 1950’s.
Dictation, Speech Recognition & Transcription

A new Dictation, Speech Recognition, Transcription (DST) platform (eScription) has been introduced provincially throughout AHS, allowing physicians to use one speaker code, one toll free number, and standardized work types from anywhere within Alberta.

Location: Provincial Medical Transcription Administration Office
14 Sunlife Place
10123 99 Street
Edmonton, AB T5J 3H1

Regional Admin. Assistant: 780-735-0644 (to obtain dictation #)
Regional Coordinator: 780-735-0657
Fax #: 780-735-0646
After Hours: 780-908-6106 or 780-905-8114

- Dictate on the basis that no editing is required
- Telephone dictation is available 780-407-2800
Dictation Instructions

**Dictation, Speech Recognition, Transcription (DST) Project**

- In 2014, AHS, Medical Leaders and physicians partnered to develop the DST Consolidation Project which implemented three new technology streams to replace aging and disparate dictation and transcription systems. Access to all tools and resources created during project implementation can be found on the DST Resources repository.

- Trainees are encouraged to take the five-minutes online training modules for both dictations and eSignature. The speaker code has been distributed to the current PGME trainees as of March 2015 by Medical Affairs. Anyone not having received the speaker code should contact the DST hotline at 1-844-944-3099.

- Pocket dictations cards are available from Health Records at each site. Health Records is located at WMC 0E1. Access is available with authorized card entry from 6 AM to 6 PM (may also be buzzed in 24/7).
Medication Orders

Corporate Directives/Policies exist surrounding written and verbal medication orders and on the automatic stop of medication orders. These can be viewed on the Intranet site under “Policies”. Proceed to:

- Medication Orders - 2.3.4

- Automatic Stop Orders - 2.3.1
Workplace Health and Safety

http://insite.albertahealthservices.ca/WHS.asp

- Services include immunizations, serological testing, TB screening, N95 fit testing, confidential counseling and medical or nursing consultations for work related health problems. Advice is also available concerning personal safety in the work place. Appointments are required at all times.

- For needlesticks, sharps injuries, or blood/body fluid Exposure (BBFE) to mucosal membrane or open skin, wash or flush immediately. Source blood should be drawn.

- Call 780-401-2669 or toll-free 1-888-482-8550 to report

- Report all work related injuries/illnesses to your immediate supervisor and complete the appropriate forms (on the unit) or http://insite.albertahealthservices.ca/frm-18075.doc

- Residents: you must complete and return the personal health record form, which has been mailed to you from Workplace Health and Safety.
On Call rooms

Please contact your Program for on-call room locations. If there are any concerns with on-call rooms (broken furniture, etc.) please contact the University of Alberta Hospital Site Medical Education Office at 780-407-2798.
**Pagers**

**Residents:** You will receive your pager on the day of orientation. There is a $50.00 charge for lost or damaged pagers.

**Replacement Pagers and replacement batteries for your pagers** can be obtained from the UAH Admitting Department, Monday to Friday: 0630-2000 hr, weekends/Stats: 0700-1515hr. After hours, please go to the Admitting Satellite office, located in the Emergency Department (WMC – 1A6.03). You will be asked to sign for the replacement pager and batteries (maximum 2 batteries per request).

**Lost Pagers or if you need to return your pager** (at the end of an elective, etc.) pagers need to be returned to the Postgraduate office at 2-76 Zeidler Ledcor.

**Students:** 3rd year students will receive a pager through the Undergraduate Medical Education Office. Please contact them at 780-492-6350 for further information.
Parking Services
Location: WMC-0H1.01
Phone: 780-407-8890
Office Hours: 0800-1600 hr Monday to Friday

Residents: Residents are eligible for payroll deducted, reciprocal parking privileges through the UAH Parking Office at a monthly rate. Applications are made available at Resident Orientation. Any parking required thereafter should be through the Parking Office at 0H1.01.

Students (3rd & 4th Yr): Applications for student parking can be made through the Grey Nuns or Misericordia Hospital Parking Offices. This is reciprocal parking that can be used at all sites. There will be a monthly rate, processed through an automatic bank withdrawal. For more information, please call 780-492-6350.

Students (1st & 2nd Yr): Parking is available through the U of A Parking Services. Please contact the UGME Office at 780-492-6350.
Pastoral Care
Location: WMC-1H1.26
Phone: 780-407-8447

Pastoral Care Services may be requested at any time (24-hour coverage) during the day, evening or weekend by contacting Switchboard Locating at 407-6191 and asking for the Chaplain On-Call.

Other requests or referrals may be made through the Pastoral Care Office from 8:30 a.m. – 4:30 p.m., Monday through Friday (telephone 780-407-8447).

An Aboriginal Cultural Helper is available for support of aboriginal patients and families and for traditional ceremonies including sweetgrass and prayer and may be reached through the On-Call Chaplain.
Patient Care Units

Helpful Hints to Make Life Easier

- Recognizing that hospitals operate in different ways, the nursing staff have identified the following general guidelines to assist you with your work at UAH/MAZ/KEC and SCH patient care units. These guidelines are intended to help make life easier for you and the nursing staff. Patient care areas will also be providing you information specific to their individual units. If you have any questions, please do not hesitate to ask the charge nurse.
1.0 Rounds/Problem Board

- Contact the charge nurse on a daily basis to provide an update on your patients’ progress, plans, etc. This should occur twice daily, e.g., in the am and pm. Contacting the Unit before you go to the call room in the evening will reduce the likelihood of being paged.

- There is a doctor’s board/problem board located at the nursing station on which the nursing staff record nursing/patient concerns that require your attention. Please check the board daily and especially on rounds.

- During weekends and on-call hours, please address the concerns identified for all physicians noted on the board.

- If you are making morning rounds while report is taking place, please check with the charge person for any concerns that have not been written on the problem board yet.

- The back/conference room is for your use as it provides a confidential area for discussions regarding patients. The desk area is not designated for group discussions between Doctors. This area is for the charge nurse and unit clerk to carry on their desk duties, as well as for the Nurses to chart. If possible, try not to use the unit clerk’s phone or sit in her/his place.
2.0 Discharge Planning

- Please consult with the charge nurse as soon as possible about complex discharges to ensure that the necessary community resources are in place.
- Please try to write prescriptions, follow-up appointments and discharge summaries the day prior to the patient’s discharge.
- If possible, inform patients the day before they are to be discharged so they can make arrangements for transport home.
- Please check the discharge time with the charge nurse and try to discharge patients prior to this time. This will facilitate admissions in the afternoon.

3.0 Cross-Coverage

- Please notify the Unit and Staff Locating if you are going to be out of the hospital during the day and advise who will be covering your patients. This saves time trying to find you in emergent/urgent situations.
4.0 Direct Admissions

- Please ensure that the Bed Coordinator is aware of all direct admissions and that beds are assigned.
- Generally, direct admissions bypass the emergency department and the patient comes directly to the Unit.
- Direct admits arrive without a history or admission orders.
- Please see these patients promptly after arrival on the Unit.

5.0 Lab Results

- Please review and sign off lab work on the patient charts daily.
- Nursing staff will attempt to bring lab work to your attention; however, it is your responsibility to review results, sign off the lab work and deal with any abnormal lab work.
6.0 General Orders

- Residents are responsible for writing their own orders when they are on the Unit.
- Residents are responsible for directly contacting any physician they are consulting.
- Please try to have orders and reorders completed as early in the day as possible and prior to the OR/procedures. There are more staff working during the day to facilitate the timely processing of orders. Please remember to flag your orders and inform the charge nurse/unit clerk of any STAT orders.
- If Pharmacy reorders are not completed early in the day, medications are automatically discontinued. This will result in patients not receiving their medications, sometimes for as long as 24 hours.
- Please check your patients’ PT INR results and write Coumadin orders before 1600 hours.
- Student Intern orders will not be implemented until co-signed by a Resident or attending physician.
6.0 General Orders – Continued

- DNR orders must be written on a separate Doctor's Order sheet and co-signed by the attending physician within 24 hours of the order being written.
- All telephone orders are to be accepted by an RN and co-signed by a resident/attending physician within 24 hours of the order being given.
- All orders written by a consulting physician must be co-signed by the attending physician prior to being implemented.
- Please date and time your orders.
- Please write or co-sign TPN orders by 1100 hours.
- Please call and arrange with a radiologist for special radiology procedures or procedures required that day.
- For all x-rays, the blue sheet must be completed, especially the pertinent clinical history section. This explains why the x-rays are required and assists radiology in determining the focus of their exam.
7.0 Emergency Department Consults

- In order to access the Emergency Department, you require an access card. Remember to use the perimeter corridors to access the patient care pods.
- In the Emergency Dept. patient charts are located in different locations depending on the patient care pod. When being asked to see a consult, ask where the patient is located.
- Following your assessment, the charge nurse can assist you in locating the appropriate Emergency physician for an update. You can reach the charge nurse by calling 407-6006.
- If you are expecting a telephone call related to your patient, please listen for your call park/page.
7.0 Emergency Department Consults

- If further medical investigation is required, document the orders on the chart and advise a staff member within that particular patient care area. Always communicate to the primary nurse if you require any specific orders or assistance.

- If your decision is to admit, discharge, consult with another service, or refer back to the Emergency physician, please advise one of the Emergency staff members in that particular patient care area and the charge nurse.

- There is a designated area for residents and students to review patient documents and make confidential phone calls – please use. Please ensure all patient records, documents and x-rays are returned to the patient care chart area.

- If you are expecting the arrival of a patient who is to be assessed in the Emergency Dept. by your service, please call the Triage Nurse at 407-8553.
Patient Relations Office

- **Phone:** 1-855-550-2555
- For more information visit Patient Relations on Insite at: [http://insite.albertahealthservices.ca/1883.asp](http://insite.albertahealthservices.ca/1883.asp)
- Patients can be directed to the AHS website at: [http://www.albertahealthservices.ca/patientfeedback.asp](http://www.albertahealthservices.ca/patientfeedback.asp)
- Patient Relations provides patients/family/visitors with a venue to commend staff and physicians. These commendations are tracked and reported to senior administration.
- Patient Relations also responds to concerns from patients/families/visitors through collaboration with Alberta Health Services departments and physicians. The feedback is tracked and reported to accountable parties. By responding personally and promptly to each concern, Patient Relations manages risk and reputation of parties involved. The objective of each Patient Relations review is to inform the appropriate accountable party of the complainant's perception and to encourage follow-up action, if required, towards quality improvements in process and/or practice.
- Patient Relations office hours are Monday through Friday, 0800 - 1630 hours.
Pharmacy Services

- **General Office** (Monday to Friday 0745 – 1545 hr)
  - Located in WMC 0G1.01
  - Phone: 780-407-6988
- **Inpatient Dispensing** (Monday to Sunday 0700 – 2330 hr)
  - Located in WMC OG1.01
  - Phone: 780-407-6989
- **Pediatric Oncology Pharmacy**
  - Phone: 780-407-8855
- **Regional Drug Information Centre** (Monday to Friday 0800 – 1600 hr)
  - Located in WMC 2K3.29
  - Phone: 780-407-7404
- **Rexall Outpatient Pharmacy**
  - (Monday to Friday 0800 – 1800 hr; Saturday 0900-1300hr)
    - Located in WMC 1H1.32
    - Phone: 780-407-6990
- Rexall is responsible for dispensing Province Wide Services high cost outpatient medications (e.g. antiretrovirals, immunosuppressants post transplant) and prescriptions for patients discharged from inpatient areas, clinics, and Emergency.
Pulse Generator – Fitness Facility

Location: WMC-PJ2.00 (basement)

Phone: 780-407-6053

The employee recreation and fitness facility at the University of Alberta Hospital is situated on P level in PJ2.00. The facility includes squash courts, racquetball court, gymnasium, table tennis, stack weight equipment, free weights, bikes, Stairmasters, treadmills, rower, fitness studios, steambath and showers. Membership is available on a fee basis. To be eligible for membership, you must be medical staff working within the University of Alberta Hospital, residents or students within the Faculty of Medicine and Dentistry, and must be 18 years of age or older. The facility is accessible to members 24hrs/day, 7 days/week. Contact the Pulse Generator for more information.
Security

Location: WMC-0H1.01
Phone: 780-407-8347
Stat Calls: 780-407-8657 or 10#

Any requirements for hospital keys or hospital access cards should be made through the UAH Security office. Please contact them if you require further information on fire training, key control, or lockers. As an additional service, Security will accompany people to their vehicles if requested.
Support & Well-Being Resources

There are a number of confidential support/well-being resources available to residents and students. Some of these include:

- **Alberta Medical Association Physician & Family Support**
  - [https://www.albertadoctors.org/services/physicians/pfsp](https://www.albertadoctors.org/services/physicians/pfsp)
- **U of A Student Health Services** 780-492-2612
  - [http://www.uhc.ualberta.ca/](http://www.uhc.ualberta.ca/)
- **U of A Student Counseling Services** 780-492-5205
  - [http://www.uhc.ualberta.ca/StudentCounsellingServices.aspx](http://www.uhc.ualberta.ca/StudentCounsellingServices.aspx)
- **PARA Office** (Residents only) 780-432-1749
  - [http://para-ab.ca/contact-us](http://para-ab.ca/contact-us)
- **Alberta Health Services Employee Assistance Program**
  - (Residents only) 1-877-273-3134
  - [http://insite.albertahealthservices.ca/964.asp](http://insite.albertahealthservices.ca/964.asp)
- **Office of Student Affairs, Undergraduate Medical Education**  (Students only) 780-492-6350
  - [https://www.med.ualberta.ca/programs/md/contact](https://www.med.ualberta.ca/programs/md/contact)
Workplace Harassment

- Alberta Health Services is committed to providing a working environment free of harassment. Harassment, including sexual harassment, is considered unacceptable conduct and subject to disciplinary review. Incidents of harassment reported as complaints will be investigated in a timely, objective, and sensitive manner.
- Safe Disclosure Line: 1-800-661-9675 Anonymous & Confidential