

## Part 2

# About the Hospital

There are things you need to know about our hospital before you arrive for your surgery.

This part will help you learn more about:

- Your health care team
- Your privacy while in the hospital
- Services we offer

UHN is a scent-free hospital.

Please do not wear perfumes, colognes or other scented products. Other patients and staff may have serious allergies.

For more information about UHN, visit [www.uhn.ca](http://www.uhn.ca)

# Your health care team at UHN

UHN is a teaching and research hospital affiliated with the University of Toronto.

## What is a teaching hospital?

A teaching hospital trains new doctors, nurses and other health care professionals. We have health care students from across Canada and from around the world who work with your health care team and qualified supervisors.

## UHN uses a team approach to your care

You will be cared for by a team of medical professionals who may include:

- doctors – staff surgeons, anesthesiologists, surgical fellows, medical residents, clinical associates and medical students
- nurses – registered nurses, registered practical nurses, nurse practitioners, advance practice nurses, clinical nurse specialists, nursing coordinators and nursing students
- anesthetists
- dietitians
- Indigenous cancer navigator
- occupational therapists
- patient care assistants
- pharmacists
- physiotherapists
- respiratory therapists
- social workers
- speech language pathologists
- technologists
- many other professionals



Please speak to any member of your team, at any time, if you have any questions or concerns.

# Keeping your personal information private

At UHN your health information is kept private. It's shared only with:

- professionals involved in your care
- your next of kin or someone close to you who you agree may have your information
- other hospitals through shared systems, if you agree (give consent)
- public authorities or government agencies

To learn more, visit the Privacy page on our UHN website at:

[www.uhn.ca/PatientsFamilies/Patient\\_Safety\\_Advocacy/Privacy](http://www.uhn.ca/PatientsFamilies/Patient_Safety_Advocacy/Privacy).

Or, phone the Privacy Office at 416 340 4800 ext. 6937.

## What services are available while I am in the hospital?

- Gift shops at some sites
- Pharmacy
- Bank machines
- Food court and coffee shops
- Wireless (Wi-Fi) Internet



Please bring your cell phone, tablet or laptop to communicate with family and friends and view content while you are in the hospital. UHN has free patient Wi-Fi.

**Wireless devices**, such as cellular phones, may be used in most waiting rooms, common areas and lobbies. But, in some special areas of the hospital you can't use your device.

**Do not use your wireless device to take pictures or audio or video recordings of any UHN patients or staff.**

## Indigenous spiritual practice of smudging

UHN acknowledges the importance of the traditional use of tobacco, sage, cedar or sweet grass as part of Indigenous culture and spirituality. If you would like to smudge while in the hospital, please let a member of your health care team know this. A member of your team will be able to accommodate your request.

## Semi-private or private room

Semi-private and private rooms may be available at an extra cost per night unless you have insurance coverage.

If you have semi-private insurance coverage, you may upgrade to a private room by paying the difference in cost. Call your insurance company before you come to the hospital. Some policies may have a daily maximum coverage for semi-private and private rooms. **Please note:** Room upgrades are not always available. Talk to your team about your needs.

# UHN Patient Learning & Experience Centres

## Patient and Family Learning Centres

Our Patient and Family Learning Centres are temporarily closed until further notice. For health information research requests or other Library services, please call 416 603 6277 or Email: [tgpen@uhn.ca](mailto:tgpen@uhn.ca).

Check out a list of COVID-19 Information Resources for Patients and Families (<https://guides.hsict.library.utoronto.ca/covid19patientlibrary>).

UHN Patient & Family Libraries offer reliable and up-to-date health information to patients, their families, community members, and staff. They have resources in different languages and can connect you with hospital and community services, such as Indigenous cancer care resources.

Learn more about UHN Patient & Family Libraries at [www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca)