

# FREQUENTLY ASKED QUESTIONS

## ABOUT THE PALLIATIVE CARE UNIT

The William and Maureen Shenkman Palliative Care Unit is here for patients who need in-hospital care, and their loved ones. Patients may be referred for a short period of time to manage pain and symptoms and get a better understanding of their illness, to connect with and get help coordinating supports and services, or they may be referred for care at the end-of-life. While at Bruyère, palliative care patients benefit from access to complex care expertise and supports. Learn more about complex care at Bruyère.

As an academic palliative care team, Bruyère is leading research and educational programs that will enhance the experience of our patients and their loved ones, and advance care in the field.

## WHERE IS THE PALLIATIVE CARE UNIT AND HOW CAN YOU GET THERE?

60 Cambridge St. Ottawa, ON, K1R 7A5

The palliative care unit is located at Bruyère's Saint-Vincent Hospital Campus, in Centretown, in Ottawa. It overlooks Centretown, LeBreton Flats and the Ottawa river. Parking is available off Primrose Avenue and on-street. The hospital is also accessible via OC Transpo, located within walking distance from Pimisi station.

## WHERE WOULD MY VISITORS PARK?

There is a paid parking lot at the back of the building at 69 Primrose Ave. For parking costs/passes, please consult the Accounts department at 613 562 6262 x2713 or the Bruyère website: <https://www.bruyere.org/en/parking>. There is also some hourly street parking nearby streets and several paid parking lots close by.

## DO I NEED TO SUPPLY MY OWN MEDICATIONS WHILE ADMITTED?

Medications will largely be provided by the hospital during your stay. If you're coming from home, please bring your medications so we can confirm your home list. Any medications brought from home should not be stored in your room after admission. You can have loved ones return them home or our staff can securely store them on the unit. Please let us know if you need help coordinating this. Rarely, we may ask you to supply some medications from home. If this happens, we will notify and work with you to coordinate this.

## **HOW DO I PREPARE FOR MY FIRST DAY?**

When you arrive, you can expect to be greeted by friendly staff members – including a nurse and a physician who will complete assessments. They will ask you about your health history, the goals you have for your care and about how we can best support you and your loved ones, as well as any special needs or requests you may have while here with us.

After you arrive, the accounts office will be in contact with you and your family to gather some information to populate your medical chart and to ask if you have insurance coverage.

If you're coming from home, please bring your medications and toiletries, and if you have it, the black binder provided to you by Home and Community Care Support Services (HCCSS). If you have a completed Power of Attorney document for Personal Care, please bring it, or a copy, with you. All patients are welcome to bring comfortable clothing, pajamas or loungewear clothing, sturdy, enclosed shoes or slippers and any needed assistive devices (e.g. a walker or glasses). Feel free to bring some personal items which bring comfort, like family photos and a blanket. Large items and valuables are not recommended.

## **CAN MY LOVED ONES VISIT?**

We understand the importance of family and friends' support. Visitation is permitted 24 hours a day, 7 days a week according to the patient's preference or those of their substitute decision-maker, where applicable. In collaboration with Ottawa Public Health, in the event that an outbreak is declared, visitation may be limited. If this happens, further information will be available on our website. For the most up to date information on visitor policies, please visit [www.bruyere.org](http://www.bruyere.org). If you need further information, please call 613-562-6262.

Families are welcome to stay overnight in the patient's room. The Palliative Care Unit also has an apartment room that may be able to accommodate an out-of-town visitor. All arrangements and questions can be asked to the Unit Clinical Manager following your arrival to the unit.

## **WHO IS ON MY CARE TEAM?**

The Bruyère William and Maureen Shenkman Palliative Care Unit provides care through a team approach. Doctors, nurses, pharmacists, social workers, learners, and spiritual care make up the care team. Your care will be managed by attending physicians who specialize in palliative care. We are an academic teaching unit, so medical learners including palliative care fellows, residents, medical, nursing and allied health students will also take active roles in caring for you.

We are particularly proud of our dedicated nursing staff many of whom are experienced in palliative care. As we are not a rehabilitation unit, regular physiotherapy and occupational therapy are not offered on our unit, though consult visits can be arranged.

## HOW LONG WILL I STAY?

Our unit has two mandates: helping provide symptom management of complex pain and other symptoms for people with a life-limiting illness, and for supporting those who are approaching the end of life. A person's length of stay is determined by their specific needs. If a person no longer needs the palliative care provided at Bruyère, the care team will begin working on a discharge plan to home or to another care facility that will best meet the needs of that person. This will be done in consultation with you and/or your substitute decision maker.

## WHAT DOES THE SPACE LOOK LIKE?

The Palliative Care Unit is beautifully decorated with spacious rooms: there are 25 private patient rooms, and 3 semi-private patient rooms. There are several factors that might determine which rooms patients are in (for example, if there is a need for medical isolation or equipment needs). Therefore, it is not always possible to have a private room and although we try to the best of our ability to avoid it, at times patients may need to change rooms.



## IS THERE A COST TO STAYING THERE?

The medical care you receive on the palliative care unit is covered by OHIP and private insurance in some circumstances. Should you choose a certain type of room (such as a private room), extra charges may apply. You can learn about these potential costs by calling the Patient Accounts department at: 613-562-6262 ext. 2713.

## WHO CAN I REACH OUT TO IF I HAVE FURTHER QUESTIONS?

The PCU Clinical Manager can be reached at 613-562-6262 x2465.