

# Admission Handbook



# Message from Kim Delahunt, President and CEO

## Welcome to Headwaters Health Care Centre!

We know that coming to the hospital can feel overwhelming, and our goal is to make sure you feel safe, supported, and well cared for throughout your stay.

This guide is here to help you prepare for your visit and to provide information you can share with family members or caregivers who may be supporting you.

At Headwaters, we are committed to delivering excellent care close to home.

Our partnership with Toronto Metropolitan University (TMU) strengthens this commitment by fostering innovation, advancing education, and helping us continually improve the care we provide to our community.

We want you to feel confident and informed about every aspect of your care. If you have questions at any time, please reach out to a member of your health care team, they are here to support you.

Your feedback is also important to us. We welcome hearing from patients, families, and caregivers about their experiences.

Please contact our Patient Experience Office at [patientexp@headwatershealth.ca](mailto:patientexp@headwatershealth.ca) to share your thoughts.

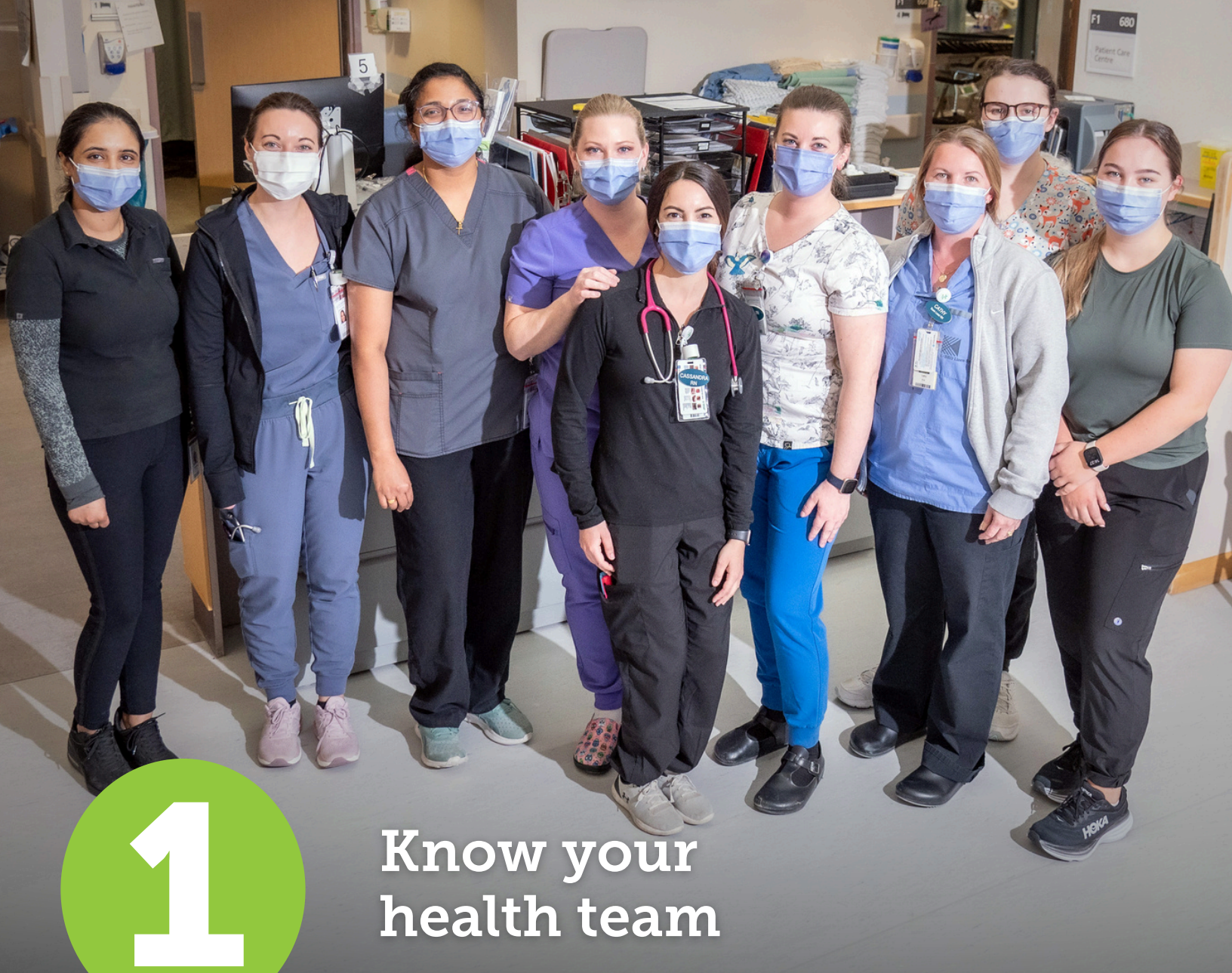
I hope your time at Headwaters is positive and that you feel the compassion, respect, and dedication that guide everything we do.

Sincerely,



Kim Delahunt  
President & CEO





# 1

## Know your health team

At Headwaters Health Care Centre, your health care team is made up of dedicated professionals who work across a variety of specialized areas. This team includes nurses, physicians, laboratory and diagnostic imaging staff, dietitians, activation therapists, occupational and physiotherapists, respiratory therapists, and many other skilled experts. Together, they use their knowledge and experience to diagnose, treat, and support the rehabilitation of patients of all ages and abilities — helping each individual achieve their best possible physical, mental, emotional, and social well-being.

The goal of your health care team is to support you, the patient. Depending on your care plan, you may work with some or all members of the Headwaters health team throughout your journey to wellness.

For assistance to read and understand this handbook, such as translation or a larger format, please contact Patient Experience.



## 2 Understand patient safety and privacy

### **Safety**

At Headwaters Health Care Centre, your safety and security are our top priorities — and your right as a patient. We are committed to ensuring you feel safe and cared for during your stay. Both you and your health care team play important roles in maintaining your safety, privacy, and overall well-being. Our teams are dedicated to providing high-quality, safe care through safety practices.

### **Patient Identification**

A wristband will be placed on you when you register at the hospital. It needs to remain on your wrist while you are in our care. Your health care team will check the wristband and your identity before providing care or medications.

They will ask you for two pieces of ID, for example, a Health Card, that may include your name, date of birth and/or similar information.

### **Privacy**

We are committed to protecting the personal information you share with us. Any confidential information collected, used, or disclosed while providing your care is managed according to best privacy practices and in compliance with all applicable privacy legislation.

During registration, we may ask for your email address to help you stay connected to your care. Providing your email allows you to access your My Health Care patient portal where you can view your health records, test results, and upcoming appointments securely online. It also enables us to send you our hospital survey after your visit, giving you an opportunity to share your feedback and experiences to help us continue improving patient care.

**S**

## Safe Environment

Please tell your manager if you have any safety concerns

**A**

## Avoid Falls and Infections

- Be aware of slips and trips
- Clean hands protect lives, please wash your hands

**F**

## Family, Friends and Caregivers are important

Caregivers are important members of a patient's health care team

**E**

## Everyone needs to be identified

- Use two patient-specific identifiers
- Always wear your ID badge

**T**

## Tell us about your health

Ask the patient about their current medications, symptoms and allergies

**Y**

## Your next steps

Inform patients about what they need to know in their discharge plan





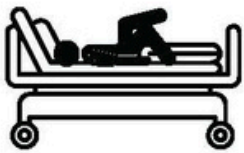
## Patient Safety Tip Sheet

### Reducing Your Risk of Falls

Your nurse or doctor will work with you to determine what you can safely do and how often you should get up and move around.

#### If your hospital visit was unplanned:

- Talk to your doctors and nurses about fall prevention.
- Ask if working with a physical therapist could help you prevent a future fall.
- Ask your visitors to bring you non-skid socks or shoes that are well fitted. You can also ask for non-skid socks.



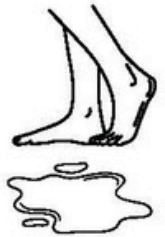
*Practice some bed exercises when resting in bed.*



*Use proper aids or ask for a wheelchair if needed.*

#### Safety in your hospital room:

- Keep your phone, call button, eyeglasses (if needed) and walking aids within reach.
- Let the nurse know if you see obstacles in your path to the hallway or washroom
- Know how to turn on the lights in your room. Keep your room well-lit.



*Be careful of wet floors and inform a nurse.*

#### How to safely get out of bed:

- Don't sit up too quickly; count to ten before trying to stand up. Go slow.
- If you feel dizzy, weak, or lightheaded at any time, do not try to get up on your own. Call a nurse for help.
- Call the nurse to check that your bed is in its lowest position before getting out of bed.



*Take it easy and go slow when getting up from a bed or chair.*

#### Ask for help:

- If you need help to get to the toilet, call the nurse before your need is urgent. If you are getting fluids through an I.V., you may need to use the toilet more often.
- Be aware of medical equipment such as a blood pressure cuffs, tubing, or wires. They could pose a trip hazard.



*Press bell for help if you need to leave the bed.*



# 3

## Review your medications

### Headwaters strives to prevent patient safety incidents involving medications.

At admission, information on preventing patient safety incidents involving medications is provided and discussed with you and your family. The Pharmacy team will complete a Best Possible Medication History (BPMH) and speak with you to ensure accurate information about your current medications. You can bring in the medicines you are taking to help us compile the list. However, we kindly ask that you send your medicines home with your loved ones once a pharmacist team member has spoken to you.

Please let us know if you have allergies or have any medication intolerances.

### Reviewing your medications

When administering medications, our health care team follows the “rights” of medication administration — ensuring the right medication, right dose, right time, right person, right documentation, right reason, right response.

You will always be informed if a medication is started, stopped, or if the dosage changes. These discussions will be documented, and your wishes or those of your family will be given the highest priority. We encourage you to take an active role in your care. Familiarize yourself with the medications prescribed by your doctor, and don't hesitate to ask questions. If a medication looks different from what you usually take, please let your care team know right away.

### Smart Infusion Technology

Headwaters uses smart infusion pumps with dose-error reduction software as part of our ongoing commitment to patient safety and innovation. Patients and families are educated about the importance of not tampering with infusion pumps to ensure safety at all times.

### Medication safety

Headwaters Health Care Centre is committed to preventing patient safety incidents related to medications. From the moment you are admitted, our team will review important information about medication safety with you and your family.

### Best Possible Medication History (BPMH)

Our Pharmacy team will complete a Best Possible Medication History (BPMH) by speaking with you to ensure we have accurate and complete information about all the medications you take. To help us, please provide your care team with a full list of your current medications, including: the name of each medication, the dose and how often you take it, any herbal remedies, vitamins, dietary supplements, or over-the-counter medications.





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## Access your health records

My Health Care Patient Portal lets you securely access your hospital health information online anytime. You can view and pre-register for appointments, see your visit history and test results, read dictated reports, and update your personal details. The portal is available for patients of Collingwood General and Marine Hospital, Georgian Bay General Hospital, and Royal Victoria Regional Health Centre in addition to Headwaters Healthcare Centre. To get started, visit [myhealthcareportal.ca](http://myhealthcareportal.ca) or download the free app for iPhone or Android.

For help, email [PortalSupport@myhealthcareportal.ca](mailto:PortalSupport@myhealthcareportal.ca) or call **705-797-2955**. If you need a copy of your full health record, contact our Health Records Department at **519-941-2410** extension **2208** or [hcchealthrecords@headwatershealth.ca](mailto:hcchealthrecords@headwatershealth.ca).

## Signing Up

You can sign up/create an account two ways:

### Option 1: Provide your email address:

Provide your email address when you book or register for your next medical appointment at the hospital. This will ensure that an email invitation from my health care will be sent to you to begin the registration process.

### Option 2: Contact the support team:

Contact the my health care support team directly during regular business hours by calling **705-797-2955** or **1-844-797-2955** or by email at: **PortalSupport@myhealthcareportal.ca**.

Once you have completed your registration, you will then need to activate your my health care account.

**Activate your account:** Check your email inbox (including your junk email folder if you don't find it in your inbox) for the confirmation email from my health care to complete your registration. Click on the link in the email within 72 hours to create your unique user ID and password and set up your security question. Safely store your user ID and password for future reference

my health care allows you to access your electronic health record, anywhere, at any time. This means you are able to see your health information from all four of our partner sites. You are able to view appointments, pre-register for upcoming appointments, see your visit history, review your results, access reports and update personal information.

### Scan the QR code to create your account



SCAN HERE



- View & pre-register for upcoming appointments
- See your visit history
- Review your lab & imaging results
- Access reports
- Update personal information





## Visitor policy

Your family and caregivers are welcome to visit you while you are in hospital. Visiting hours are 24/7, with the exception of quiet hours from 8 p.m. to 8 a.m., when only one visitor is permitted at the bedside.

During quiet hours, in-patient unit doors will be locked. ICU and OBS units are locked 24/7. Phones are located outside each unit so your loved ones can connect with a staff member for access. Please check in with the nursing station if you have any specific visitor restrictions based on your care plan.

## Mask policy

Headwaters follows current public health guidance on COVID-19 and respiratory illnesses, provides PPE when needed, and updates information at [headwatershealth.ca](https://www.headwatershealth.ca) as guidelines change.

## Allergies

To ensure your safety, please let us know about any allergies or intolerances to medications, food, latex, or the environment so this can be included in your health record. Do not bring latex products such as balloons into the hospital, as they can trigger severe allergic reactions.

## Scent-free environment

Headwaters Health Care Centre is a scent-free facility. Many individuals experience sensitivities or allergic reactions to fragrances, so we ask that all patients, visitors, staff, and volunteers refrain from wearing perfumes, colognes, or scented personal care products while in the hospital. Your cooperation helps us maintain a safe and comfortable environment for everyone.

## Smoke-free campus

Headwaters is proud to be a smoke-free hospital. We are committed to providing a safe and healthy environment for patients, visitors, staff, and volunteers.

Smoking, including the use of cannabis and vaping products, is strictly prohibited anywhere on hospital property, both indoors and outdoors. Thank you for helping us keep our campus clean and healthy for all.

## Infection prevention and hand hygiene

Clean hands are the best way to stop the spread of germs. Please wash or sanitize your hands before and after patient contact, before eating, after using the washroom, and when leaving the building. Hand sanitizer is available throughout the hospital. If a patient is on additional precautions, a sign will be posted. Please speak with the care team before entering to ensure everyone's safety.

## Transfers and partnered care

Headwaters works with partner hospitals across the GTA to coordinate safe, timely transfers when procedures can't be done on-site, ensuring a smooth transition and continuity of care.



# Review Patient Rights & Responsibilities

Every patient is the most important member of the healthcare team. Knowing and understanding your rights and responsibilities will help ensure your relationship with your health care team is a good experience.



## Patients have the right to:

- Be treated in a way that reflects the Patient and Family Declaration of Values.
- Know who your health team is.
- Receive clear and easy-to-understand information about your health.
- Together with your family or caregiver, have a voice in your care plan that respects your preferences and beliefs.
- Confidentiality of your personal information.
- Receive a safe and timely response to your concerns.
- The choice to participate in research, and teaching opportunities.



## Patients have the responsibility to:

- Provide accurate health history, current medications and allergies.
- Participate in all decisions about your care plan while in the hospital and upon discharge.
- Treat others with respect.
- Respect the confidentiality and privacy of others.
- Follow infection control and safety policies.
- Express any concerns about your care or safety to your healthcare team.
- Keep appointments or notify the hospital of appointment changes.



# Know the Patient and Family Declaration of Values

It's important that we understand what matters most to you, through the Patient & Family Declaration of Values, which was created and co-designed with patients, family members and caregivers.



## Dignity + Respect

I value being treated in a way that honours my personal choices and respects my privacy.



## Quality + Safety

I value timely access to safe and high-quality care.



## Partnership + Communication

I value having a voice in my care and feedback from my healthcare team.



## Compassion + Empathy

I value being treated with kindness, patience and understanding.



## Equity

I value barrier-free care without prejudice or judgement.



# Join the Patient and Family Advisory Partnership

## Are you the next Patient and Family Partner?

Transform lived experience as a patient or caregiver into positive change for others in the hospital.

Patient and Family Partners (PFP) act as advocates to help ensure the voice of the patient is represented in decision making in the hospital.

### Their purpose is to:

- Promote respectful, effective partnerships between patients, families, and the healthcare team
- Increase understanding and collaboration between patients, families, and staff
- Transform the culture towards patient-centered care
- Improve quality, patient safety, and patient health outcomes
- Establish a link between the hospital and the community

### If you've been a patient or a caregiver over the past three years, we are looking for partners who can:

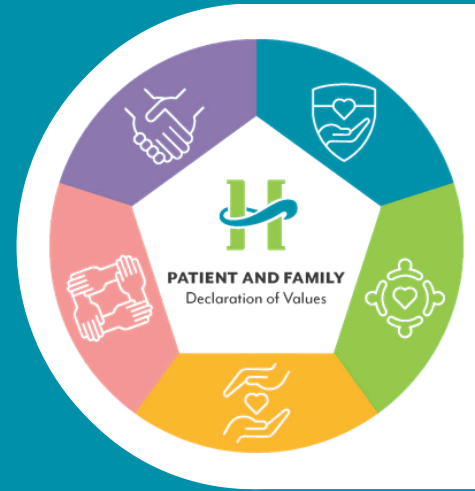
- Contribute the patient and family perspective
- Respectfully participate in group discussions to share ideas
- Able to maintain the confidentiality of our patients and organization
- Available to attend monthly PFP meetings

Does this sound like you?  
Complete an expression  
of interest today.



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# How was your Headwaters experience?



Your feedback is highly valued. It helps us understand what we are doing well, and how we can improve on offering the best experiences.

Please speak with your nurse, health care provider or manager of the area.

**Further assistance is available through Patient Experience.**

patientexp@headwatershealth.ca  
519-941-2410 extension 2361

We want to hear from you.  
Please share your valued  
feedback.



Emergency Department



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In-Patient Units



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Obstetrics



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## Access support services

### For your comfort and convenience

- **Complimentary Wi-Fi** is available throughout the hospital. To connect, select the network **HW\_GUEST** — no password is required.
- Visitors may use mobile devices in public areas such as waiting rooms, lobbies, the cafeteria, and most patient rooms. Charging stations are available for your convenience; please ask a staff member for more information.
- **Television** access is available for a fee. To arrange this service, please speak with a member of your care team.
- The Nutrition Team provides three nutritious meals each day, which are delivered to patients for breakfast: 8 to 8:20 a.m., lunch: 11:50 a.m. to 12:15 p.m., and dinner: 4:50 – 5:15 p.m. The hospital cafeteria, vending machines, and Pulse Café are also open throughout the week.

Located on the lower level, the cafeteria is open Monday to Friday from 7:30 a.m. to 2:30 p.m. The cafeteria is not open on statutory holidays.

Located on the upper level, the Pulse Café is open Monday to Thursday from 8 a.m. to 8 p.m., Friday from 8 a.m. to 5 p.m. and Saturday from 11 a.m. to 5 p.m.

- **Translation:** If you or your loved one require a language interpreter or an American Sign Language (ASL) interpreter, please inform a member of your care team. Language interpretation services are available 24 hours a day, seven days a week for patients, families, and caregivers.

We can also provide documents translated into other languages when needed to support your care and understanding

- **A bank machine (ATM)** is located in the main lobby, behind the information desk and next to the vending machines, for your convenience.
- The Gift Shop, operated by our dedicated Headwaters Health Care Auxiliary volunteers, is located within the Pulse Café on the main level. All proceeds from sales directly support Headwaters Health Care Centre and help enhance patient care and comfort.

### Accessibility

HHCC is committed to providing a barrier-free environment for those accessing care as well as those providing service. We have created a Multi-Year Accessibility Plan and Accessibility Policy as a framework for our standards, activities and goals.

All entrances, parking lots, elevators, hallways and most washrooms are accessible.

### Spiritual Care

Spiritual care is an important part of healing and well-being. At Headwaters Health Care Centre, our Spiritual Care program is available to support you and your family through encouragement, comfort, and connection during your hospital stay.

The Multi-Faith Centre is open 24 hours a day, seven days a week for prayer, meditation, and quiet reflection. It is located on Level 1, near the bottom of the main staircase and near the Spiritual Care Office.

Our Spiritual Care team provides support for all forms of spiritual expression — including religious practice, personal reflection, connection to nature, creative expression, and meaningful relationships. We honour the diverse beliefs and traditions of all individuals.

Ways to request a visit from a Spiritual Care volunteer:

- When admitted, let your nurse know you would like a visit from Spiritual Care during your stay.
- Ask a member of your care team to contact the Spiritual Care department on your behalf.
- Contact the Spiritual Care Office at extension **2709**.

### Friendship Gardens

For year-round comfort and natural beauty, the award-winning Friendship Gardens surround patient rooms with more than 20 distinct gardens and over 400 trees throughout the hospital grounds.

This serene space is lovingly maintained by dedicated volunteers, community members, and local businesses who contribute their time, products, and expertise. The Friendship Gardens offer a peaceful oasis for patients, families, staff, and volunteers to relax, reflect, and reconnect with nature.

The gardens are open daily from 6 a.m. to 11:30 p.m.

### Patient Companion Program

The Patient Companion Program, offered by our dedicated Headwaters Health Care Auxiliary volunteers, provides companionship and support to patients during their hospital stay. Companions visit with patients, encourage activity, and offer comfort to patients and families — helping foster a warm, caring environment.

Volunteers are available seven days a week from 8:30 a.m. to 4:30 p.m.

To request a visit from a Patient Companion, contact Patient Experience at extension **2361**.

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## Getting ready for discharge

### Preparing to leave the hospital

Even though you may have just arrived, it's never too early to begin thinking about your safe transition home. Your health care team will provide an estimated discharge date to help you and your loved ones begin planning.

Discharge planning is a collaborative process involving you, your family or caregivers, and your health care team. Together, you'll identify what supports, equipment, and services are needed to ensure a safe and successful recovery — whether at home or in another community setting.

When it's time to leave, you and your caregivers will feel prepared and confident about what to expect.

#### To help plan your discharge, consider the following questions:

- Do you have any concerns about falls or mobility at home?
- Will you need to arrange or purchase medical equipment, such as mobility aids?
- Are stairs at home likely to pose a challenge?
- Do you have reliable transportation to get home?
- Are there new care skills you'll need to learn to support your recovery?
- Do your family or caregivers understand your care needs and how to support you?

Please discuss these questions with your care team so we can help you prepare for a smooth transition home. If needed, you may also request a family meeting with your care team to ensure all supports are in place before discharge.

Before leaving the hospital, please remember to take all personal belongings with you.

You may also request a family meeting with your health care team and loved ones to ensure all support is in place and patient needs are met prior to leaving the hospital.

### Medical bills

If you live in Ontario and have a valid Ontario Health Insurance Plan (OHIP) card, most of your hospital stay will be covered.

If you have an outstanding balance, payments can be made conveniently online at:

**[headwatershealth.ca/Resources/Pay-Your-Bill-Online](https://headwatershealth.ca/Resources/Pay-Your-Bill-Online)**

If you arrived at the hospital by ambulance, you will receive a bill by mail for this service. While OHIP covers part of the cost, a small balance remains and must be paid directly to the hospital.

Billing inquiries should be sent to [hhccar@headwatershealth.ca](mailto:hhccar@headwatershealth.ca) or (519) 941.2410 x. 2202

### Out of country and uninsured patients

Out of country and uninsured patients will be billed for all treatments received and hospital stays, and are financially responsible to pay the hospital for all billed charges.

### Other ways to pay your bill

• **In person:** Our Patient Accounts office is located in the Joan and Paul Waechter Welcome Centre (main lobby of the hospital).

Open Monday - Friday 8:30 a.m. - 3:30 p.m. (closed for lunch from 12 p.m. - 1 p.m.). Payments can be made after hours at Switchboard. We accept cash, debit, credit, and cheque payments.

• **At your local bank:** Payments can be made at most major Canadian banks.

• **By mail:** Patient Accounts, 100 Rolling Hills Drive, Orangeville, Ontario, L9W 4X9.

• **Online:** Through financial institutions online portal.

• **Over the phone:** (519) 941.2410 extension **2202**.



# Headwaters Health Care Foundation

## Give today for a healthy tomorrow.

The Headwaters Health Care Foundation provides critical funding that makes a meaningful difference for patients and their families. Donations support top-priority equipment, nursing education scholarships, hospital renovations, and other initiatives — all directly enhancing the hospital’s ability to provide compassionate, high-quality care.

To learn more or make a contribution, please visit: [www.hhcfoundation.com](http://www.hhcfoundation.com)



To donate to the Heart of Headwaters program, please visit



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## The Heart of Headwaters

The Heart of Headwaters program offers a special way to express your gratitude for the care you received at Headwaters Health Care Centre.

Through this program, you can honour, thank, or recognize a staff member, physician, or volunteer who made a difference in your experience. Those recognized through your donation are celebrated on hospital internal news channels and receive a Heart of Headwaters pin for their lanyards or scrubs.

When making a donation, we encourage you to:

- Include a personal message for the individual you wish to recognize
- Provide a brief description of your experience or story in the comments section

The person you honour will receive a letter of recognition along with their Heart of Headwaters pin to proudly display — a meaningful way to celebrate their dedication and care.



100 Rolling Hills Drive, Orangeville, ON L9W 4X9

Phone: 519-941-2410

Website: [headwatershealth.ca](http://headwatershealth.ca)

Social media: @headwatersHCC

