



Whitehorse General Hospital Patient Handbook

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Welcome to Whitehorse General Hospital



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Welcome Letter

Welcome to Whitehorse General Hospital (WGH). Whether you are coming to us for a few hours or for several days, you can rest assured that you will receive safe and excellent hospital care.

The purpose of this handbook is to help prepare you and your family for your appointment or overnight stay at the hospital. This handbook will outline important services, what to expect while in hospital and other helpful and important information you might need while you or your family are visiting us.

Our amazing team of dedicated staff, physicians and volunteers play a crucial role in our journey together toward providing the best care every time.



Mission, Vision & Values

Our Mission

Safe and excellent hospital care.

Our Vision

A journey together. The best care every time.

Health care is an important, very personal and unique experience for each of us. It is a journey that involves the patient, first and foremost, along with collaborative health care teams within our hospital system and Yukon communities.

We recognize the critical role our system of hospitals and people play, which is why each of us will strive towards ensuring that the patient journey is not only seamless and safe, but also offers compassion, engages patients in a way that respects individual needs and expectations, and ultimately, achieves the best possible outcomes. This is a journey together. The best care every time.

Our Values – “WE CARE”

Working together

Collaboration, teamwork, support, communication and engagement

Equity

Fairness, cultural safety, diversity and accessibility

Compassion

Valuing people, caring, comfort and kindness

Accountability

Reliability, honesty, trust, openness and professionalism

Respect

Acknowledgement, dialogue, patience and responsiveness

Excellence

Quality, safety, dedication, learning and improvement



Our Position on Equity, Diversity & Inclusion

We are deeply troubled by the recent overt acts of violence and racism that have occurred worldwide. As an organization, the Yukon Hospital Corporation (YHC) condemns all forms of racism. We will not stand for discrimination, intolerance, or violence in our hospitals and we are committed to undertaking the work needed to eliminate racism and build an equitable, diverse and inclusive place for all who come through our doors, whether they be employees or patients.

Systemic racism is pervasive and deep-rooted. It is embedded in our society and its structures. We know it is present in Canada, in the Yukon and in our communities. It exists within our hospitals and health care system.

At its heart, health care is grounded in the understanding that everyone has a right to the best possible care, in a way that is respectful, free of discrimination and culturally safe. We do not always get it right, and are reminded that we still have work to do. Evidence shows that racism creates barriers to care, and limits the ability of people to reach their best possible health outcomes and well-being.

We commit to being true to our values.

As an organization, we commit to advancing equity and making real and lasting change as necessary.

1. We will identify barriers to care.
2. We will build the competency and capacity of our team to better understand inequity and how to address it.
3. We will cultivate a diverse workforce and leadership team.
4. We will continue to assess current policies, programs and services with a lens to supporting equity, diversity and inclusion.

If you have an experience in our hospitals that goes against these values, or you want to share with us how we can make our hospitals more equitable, diverse or inclusive, please contact us at inclusion@yukonhospitals.ca.



Statement of Rights & Responsibilities — Our Commitment to Our Patients

Your Rights

As a patient, you have the right to:

- Be treated with respect, consideration, dignity and compassion
- Know the names and roles of the people caring for you
- Be given clear and complete information about your diagnosis, treatment and prognosis in a way you can understand
- A care plan that respects your preferences, beliefs, customs, traditions, your family and/or caregiver
- Participate in all decisions about your treatment plan while in the hospital
- Have your pain and comfort managed as safely as possible
- Appoint a family member or friend to act as your spokesperson while you are in the hospital
- Know the name of any medication prescribed to you, know how it works and potential side effects for your condition
- Decide to accept or refuse any treatment or medication and have the result of this decision explained to you
- Be cared for in way that keeps your personal information confidential
- Be provided with supportive care to ensure death with dignity
- Language translation services if you need them
- Tell us of your concerns or complaints about your care or safety

Your Responsibilities

As a patient, you have the responsibility to:

- Give all and correct information about past illnesses, current health conditions, any allergies to medications, products or food to the staff caring for you
- Bring in all current medications and a list of any vitamins and supplements you use
- Participate in all decisions about your treatment plan while in the hospital and when you are discharged
- Be respectful, cooperative and considerate with all staff and volunteers
- Follow the instructions and advice from the staff caring for you and let them know if you choose not to
- Ask for more details or information if you have questions and do not understand
- Provide a copy of your Advance Directive, Living Will and/or other relevant documents to the staff caring for you
- Treat other patients with respect and consideration
- Behave in a way that keeps yourself, other patients, staff and visitors safe
- Be patient if you experience delays and understand that sometimes other patients may need care more urgently
- Tell us of your concerns or complaints about your care and safety



Strategic Plan 2018–2022

Our territory is a vibrant and inspiring place to live in and care for. The Yukon's diverse customs, cultures, experiences and communities shape who we are as an organization and health care team, making equity, partnership and reconciliation important to us.

Our **Strategic Plan 2018–2022**, values, directions and goals are designed to strengthen and further integrate our hospital system. We will work with our patients and all the communities we serve as partners in reaching our vision of **A journey together. The best care every time.**

Our five-year strategic plan is centered on four goals, all designed to guide our day-to-day work in delivering safe and excellent hospital care.

Our Strategic Directions

- 1. Provide Excellent Patient Care** – Striving for the highest standard of quality and safety every time
- 2. Cultivate an Environment of Passionate and Engaged People** – Inspiring all of our people – employees, volunteers and medical staff
- 3. Collaborate With Health System Partners** – Providing the right care in the right place at the right time
- 4. Build Robust and Sustainable Systems That Advance and Support Care** – Strong and reliable infrastructure from continuous supply, critical systems, advanced technology and equipment, and modern facilities that enable the best care every time



Our Team

Board of Trustees

Allan Lucier, Chair, Board of Trustees

The activities and programs of Yukon Hospitals are governed by a Board of Trustees, which represents the interests of all Yukoners. It is comprised of members from Whitehorse and communities across the territory as well as representatives from Yukon First Nations, medical staff, the public service and the public at large. The mandate of the Board, as set by the *Hospital Act*, is to provide oversight of and direction to our hospitals through the Chief Executive Officer.

Our Executive Leadership

Jason Bilsky, Chief Executive Officer

Warren Holland, Executive Director, Quality & Strategy

Kelly Steele, Chief Financial Officer / Executive Director, Corporate Services

Stefanie Ralph, Executive Director, Patient Experience

Marc Bouchard, Chief Information Officer / Executive Director, Allied Patient Services

Our Medical Leadership

Dr. René Soucy, Chief of Medical Staff

Dr. Adam Sherrard, Delegate Chief of Medical Staff, Dawson City Community Hospital

Dr. Russell Bamford, Delegate Chief of Medical Staff, Watson Lake Community Hospital

Dr. Phil Urness, Associate Chief of Staff, Surgery, Whitehorse General Hospital

Dr. Huy Chau, Associate Chief of Staff, Medicine, Whitehorse General Hospital

Dr. Owen Averill, Chair, Medical Advisory Committee

Medical Staff Executives

Dr. Stephanie Buchanan, President

Dr. Alison Madlung, Vice President

Dr. Taulee Hsieh, Secretary/Treasurer



How to Find Us

Whitehorse General Hospital

5 Hospital Road,
Whitehorse, YT Y1A 3H7

Main Switchboard: 867-393-8700

Directions

From Watson Lake

1. Follow the Alaska Highway West/North
2. Exit on Robert Service Way
3. At the roundabout at 4th Avenue/SS Klondike take the second exit (to go straight)
4. Turn right onto Lewes Blvd.
5. Turn left at the lights onto Hospital Road
6. Continue on Hospital Road to the hospital entrance

From Haines Junction

1. Follow Alaska Highway East/South
2. Turn left at the lights onto Two Mile Hill Road
3. Continue straight as Two Mile Hill Road turns into 4th Avenue
4. At the roundabout at 4th Avenue/SS Klondike take the third exit (as if turning left)
5. Turn right onto Lewes Blvd.
6. Turn left at the lights onto Hospital Road
7. Continue straight on Hospital Road to the hospital entrance

From Dawson City

1. Follow the Klondike Highway south to Whitehorse
2. Turn left at the Alaska Highway
3. Continue on the Alaska Highway to the second set of lights
4. Turn left at the lights onto Two Mile Hill Road
5. Continue straight as Two Mile Hill Road turns into 4th Avenue
6. At the roundabout at 4th Avenue/SS Klondike take the third exit (as if turning left)
7. Turn right onto Lewes Blvd.
8. Turn left at the lights onto Hospital Road
9. Continue on Hospital Road to the hospital entrance



Whitehorse General Hospital Map



-  Emergency Entrance
-  Main Entrance
-  Diabetes Education Centre
-  Physiotherapy and Occupational Therapy
-  Staff Parking
-  Patient Visitor Parking
-  Bus Stop
-  Accessible Parking
-  Call Back Parking
-  Physician Parking
-  EMS, RCMP and Fire Parking





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First Nations Health Programs

Phone: 867-393-8780 / Fax: 867-393-8750

First Nations Health Programs Hours:

Monday to Friday, 8 a.m. to 10 p.m.

Saturday and Sunday, 10 a.m. to 10 p.m.

Statutory holidays, 10 a.m. to 6 p.m.

After Hours: For access to First Nations Health Programs (FNHP) after hours, ask your health care provider or the hospital staff at the Admitting & Discharge desk in the Emergency Department to contact us.

FNHP at Whitehorse General Hospital (WGH) provide and support compassionate care for First Nations, Inuit and Metis people based on First Nations culture and values. Please don't hesitate to ask for us when you arrive at the hospital, call us in advance, or stop at the FNHP office located just inside the sliding doors at the WGH main daytime entrance, to the right. Ring the doorbell.

We are always here to listen, guide and support — When you come to the hospital it can often be a very difficult and stressful time, especially when you don't know what to expect or didn't have time to prepare. We can offer you assistance and peace-of-mind, knowing that your needs are being met from the time you arrive to the time you are back in the comfort of your home.

Please self-identify — The staff at the hospital's Admitting & Discharge desk will ask every patient if they would like to identify as First Nations, Metis or Inuit. This will ensure that all persons that self-identify will have access to our programs. If you do not self-identify, but would like our services, please advise your health care provider.

Our Services

Na'Ku Healing Room

Na'Ku Healing Room is available as a place for family members to gather, be with a patient, pray or practice traditional ceremonies and private rituals. We can help patients and families access traditional healing methods.

Contact us at **867-393-8780** for more information.

First Nations Elder's Suite

There is also a self-contained suite located at WGH that may be available for use by First Nations families to provide short-term, emergency accommodation when dealing with a family member who is in palliative or critical emergency care.

If you have no option for accommodation, and are in need, please contact us at **867-393-8780**.



Traditional Foods Program

Yukon Hospitals' Traditional Food program is based on a shared understanding that traditional food is an important part of First Nations culture. Our shared respect for wild game, hunting, harvesting, processing, producing and serving traditional food is part of our First Nations Health Programs, which oversees our Traditional Foods Program.

WGH has been serving traditional foods to First Nations, Inuit and Metis patients for more than 20 years. These foods are an important part of the daily lives, health, culture and identity of many Yukon First Nations people, and help to create a comforting, healing and familiar environment for patients when they are in hospital. For more information on our Traditional Foods Program visit yukonhospitals.ca/yukon-hospital-corporation/traditional-food-program.

Cultural Education Opportunities

At Yukon Hospitals, we strive to promote culturally appropriate and safe care for First Nations, Inuit, and Metis patients. We listen to and treat every patient with respect and dignity in a timely manner. As part of your care, we plan and coordinate cultural learning opportunities for hospital staff, including events, workshops and a resource library.

Traditional Medicine

Our Cultural Programs Coordinator provides awareness of traditional medicines and assists First Nations, Metis and Inuit patients to access traditional healing methods during their hospital stay.

Language Support & Interpretation Services

French language services are offered to the public entering our hospitals. If English is not your first language, we can arrange medical interpretation services by telephone or video in over 240 languages using an "Interpreter on Wheels" or a telephone in less than a minute. These interpreters have extensive training and education on medical terminology and procedures for clear and accurate communication with patients.

French Language

You can ask for our French Language Services Coordinator at **867-393-8747** who can connect you with a confidential phone interpreter service.

American Sign Language

American Sign Language interpreter services are available for the Deaf community in Whitehorse through the Yukon government.

Phone: 867-456-6537

Text/SMS: 867-332-4275

Email: interpreting.ASL@gov.yk.ca

Scheduling is determined by demand and availability.



Volunteer Services

WGH volunteers provide social, emotional, and practical support to patients, clients and families, complementing the care provided by professional staff. Volunteer services include friendly visitors, a morning coffee and tea brew crew, cultural support, chemotherapy comfort care, spiritual care, wayfinding and so much more. If you would like to access Volunteer Services, please talk to your health care provider, or contact us at **volunteer@wgh.yk.ca**.

Patient Mail

You've Got Mail! Friends and family members can email messages and well-wishes to **patientmail@wgh.yk.ca** where they will be printed by Volunteer Services and delivered to the patients. Messages sent through this service must include **the patient's full legal name, unit, and room number** with their message. Please note patients are unable to send a response through this service.

Spiritual Care

As part of a holistic approach to healing and family-centered care, WGH has an on-call team of spiritual care providers, who represent a number of religious faiths. There is an on-call spiritual care provider available to all patients and their families 24 hours a day, 7 days a week. If you would like a visit from a member of our volunteer spiritual care team, please ask your health care provider or email us at **volunteer@wgh.yk.ca**. Multi-faith services are also conducted on a regular basis.

Multi-Faith Sacred Space

The Multi-Faith Sacred Space is available at all times to all people who need a quiet place for prayer, meditation and/or spiritual comfort. Arrangements may be made for memorials, prayers for the sick, or other spiritual needs that may arise. It is located on the main floor in the atrium. For information on using the Multi-Faith Sacred Space, email us at **volunteer@wgh.yk.ca**.

Women's Auxiliary

The Women's Auxiliary is a group of dedicated volunteers who strive to ensure the comforts of home are brought to patients, families, visitors and staff. They support fundraising activities for the hospital through proceeds from the vending machines in the atrium and from the "Tuc Cart." The Tuc Cart provides comfort items for patients such as quilts, baby items, toiletries and candy. The Tuc Cart circulates through the in- and out-patient areas Mondays, Wednesdays and Fridays mid-afternoons. There is no Tuc Cart service on statutory holidays that fall on the above days.





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Emergency Services

In case of an emergency or to call an ambulance in Whitehorse, dial 911.

For non-emergencies, the Emergency Department can be reached at **867-393-8700**. Whitehorse General Hospital's Emergency Department (ED) is open and care is available 24 hours a day, year round.

Where to Go

Enter the hospital through the new ED's main entrance. Check in with a nurse for an initial assessment (triage) or wait in one of the red chairs to be seen by the nurse. After your assessment, you will register, and will be seen based on priority and your specific health needs.

What to Bring

- Yukon health care card or other medical insurance card
- Government-issued photo I.D.
- A list of all medications you take as well as the bottles or packages they came in; this includes prescriptions, vitamins, pain relievers such as Tylenol or Advil, health supplements and herbal remedies
- Any records you have concerning your health



Cancer Care

Phone: 867-393-8853

Whitehorse General Hospital (WGH) has a highly specialized team that provides a range of care and is better able to support cancer patients closer to home.

Our Cancer Care Team

- Registered Nurses specializing in Chemotherapy
- General Practitioners in Oncology
- Pharmacist
- Cancer Care Coordinator

These health care providers will give you information about your cancer and treatment and will follow your progress in hospital while receiving chemotherapy. They also work closely together with the other members of your cancer team to ensure we support you through your personal care plan.

Cancer Care Coordinator

Phone: 867-393-8853

Cancer Care Coordinator Hours:

Monday, 10 a.m. to 4 p.m.

Tuesday to Friday, 8 a.m. to 4 p.m.

The Cancer Care Coordinator is a hospital staff member, who provides a free service for cancer patients and their families by working closely with their health care team to provide continual support. They are available for calls or appointments, with or without a referral.

The coordinator can help you and your family:

- Find answers to your questions and concerns
- Navigate the system and understand the steps
- Locate resources
- Prepare for appointments and treatments
- Access support services including financial support, counseling and home care
- Understand medical travel benefits/coverage
- And more



Chemotherapy

Phone: 867-393-8882

Chemotherapy Hours: Chemotherapy appointments begin at 10 a.m., Monday to Friday, and are scheduled throughout the day until 4 p.m.

Where to Go

You will receive chemotherapy in Karen's Room. Enter the main daytime entrance, turn left and follow the hallway down to the end. Karen's Room is on the left. Arrive at Karen's Room at your scheduled time. If you are early for your appointment, you may have to wait until the nurse is ready to bring you inside.

How to Prepare

- Wear comfortable clothes.
- Pack a light meal or snack (often chemotherapy runs over lunchtime).
- Bring activities such as books, magazines or videos.
- Bring a computer or mobile device.
- Arrange to have a support person with you during treatment.
- Arrange for a support person to provide a ride home after treatment.
- Arrange for accommodation, if needed. The Cancer Care Coordinator can provide information about nearby options for out-of-town patients.
- Do not wear scents or perfumes as the hospital is a scent-free environment.

Financial Assistance —Cancer Care

The Karen J. Wiederkehr Memorial Fund provides financial support to Yukoners recently diagnosed with breast cancer. Learn more about Karen's Fund and how to apply at yukonhospitals.ca/sites/default/files/karens_fund_application_process.pdf.

Financial assistance may also be available through the Yukoners' Cancer Care Fund. Contact the Yukon Hospital Foundation for more information at **867-393-8930**.



Inpatient Units

Phone: 867-393-8700

The general and speciality inpatient units are on the second floor and have 55 beds (41 medical surgical, 9 maternity and 5 SMU) distributed between:

- Medical, Surgical, Pediatrics
- Maternity
- Secure Medical Unit

Our four-bed Intensive Care Unit is located on the first floor with access from the Emergency Department entrance.

Maternity Department

Phone: 867-393-8777

Our team provides care centered on your needs, supporting you and your family through your entire hospital stay. We have comfortable, private birthing rooms, which allow you and your family to be together. Please do not hesitate to contact us in advance to share your birth plans with us so we can be respectful of your needs.

If you need to have a C-section, this will happen in the operating room. Your support person can be with you and your baby throughout the experience. You will return to your room in our Maternity Unit following the surgery.

Please note that:

- meals for one support person will be provided by the hospital; and
- a sleeper chair is provided for one support person to spend the night.

We encourage you to call the Maternity Unit to let the nurse know you are coming. When you arrive at the hospital, stop at the Admitting & Discharge desk to be registered.

The Admitting & Discharge desk is located in the Emergency Department.

- If you are less than 20 weeks pregnant, you will be assessed in Emergency.
- If you are more than 20 weeks pregnant you will be assessed in Maternity.



Newborn Security

While with us, the safety of your baby is very important. When your baby is born, you and your baby will receive matching bracelets. Never leave your baby unattended. If someone asks to take your baby from your room and you don't know who the person is, contact your nurse immediately.

Returning Home

A certified infant car seat is required by Yukon law and must be brought in to the hospital before discharge.

A car seat technician from the Yukon government can provide information and a seat inspection.

Please contact Transport Services at Yukon Highways & Public Works to schedule a seat inspection before coming to the hospital.

- **Email:** roadsafety@gov.yk.ca
- **Phone:** 867-667-5832 or toll-free in the Yukon 1-800-661-0408 ext. 5832

Birth Registration Forms

You will receive a package of forms that need to be completed and dropped off at Admitting & Discharge BEFORE you leave the hospital. Ask your nurse if you need any assistance.

Leaving the Hospital

- Plan for your hospital stay to be one or two days following vaginal birth or two to three days following a Caesarean (C)-section.
- Your doctor will discharge you and your baby when you are both ready.
- You will be given instructions for follow-up care that will be provided by your doctor and/or home visits by a public health nurse.



Medical/Surgical/ Pediatric Unit

Phone: 867-393-8700

Here our skilled health care teams care for all patients requiring medical or surgical care from one month to end of life. Your health care team may include physicians, nurses, health care aides, physiotherapists, occupational therapists, social workers, dieticians and other support services based on your needs.

Intensive Care Unit (ICU)

Phone: 867-393-8710

The ICU Team provides continuous monitoring and observation for patients with medical or surgical conditions that require intensive, round-the-clock care. Patients are usually in ICU for a short-term stay so that our team can provide personalized support.

Being in the ICU, or having a relative or loved one in ICU can be a frightening and sometimes overwhelming experience. As an important part of our care, we make ourselves as accessible to you as possible, to listen to your concerns and answer your questions. We consider you a team partner and will communicate with you and your loved ones about any changes and ongoing plans.

Secure Medical Unit

Phone: 867-393-8700

The Secure Medical Unit is a controlled area in our inpatient unit that offers a safe place for patients with a mental health diagnosis to receive medical care designed to manage specialized health needs. The unit has a team that provides 24-hour assessment, observation, care and support.



Surgical Services

Phone: 867-393-8700

WGH has three operating rooms and a minor procedure room located on the first floor where emergency and elective (scheduled) surgical procedures are performed. Scheduled surgeries can be a range of procedures from a colonoscopy to a total knee replacement.

Scheduled Operating Room Hours: Monday to Friday, 7:30 a.m. to 3:30 p.m.

Minor Procedure Hours: Monday to Friday, 8 a.m. to 3 p.m.

Where to Go

If you are coming for a minor procedure or day surgery, enter the hospital through the main daytime entrance, proceed to the atrium and turn right. Pass the Laboratory and register at the Operating Room Registration window on the left, midway through the atrium.

If you are coming for a surgery requiring an overnight stay, enter through the new Emergency Department entrance and check in with Admitting before heading down the hallway to enter the atrium. You will register at the Operating Room Registration window on the right.

What to Bring

- Yukon health care card
- Status card
- Government-issued photo identification like a driver's license

Scans & Tests

Laboratory Services, Medical Imaging and Cardiac Stress Testing

What to Bring

- Yukon health care card
- Government-issued identification such as a driver's license or permanent resident card
- Any requisition forms given to you by your health care provider
- Special instructions for your test or scan included on your appointment confirmation letter
- Please leave any jewelry/valuables at home



Laboratory Services

Phone: 867-393-8739

Outpatient Clinic Hours: Monday to Friday, 8 a.m. to 4 p.m. Closed weekends and statutory holidays.

Whitehorse General Hospital Laboratory (lab) performs a wide variety of tests on blood and body fluids. Electrocardiograms (ECGs), Holter Monitoring, Urea Breath Tests and Spirometry testing are also done by the lab.

For bloodwork and lab tests at WGH, Yukoners are used to “walking in” without a scheduled appointment time. In response to COVID-19, we have moved these services to appointment only. Your physician will send your lab referral to the hospital. The hospital will call you with a date/time to have your bloodwork or lab test.

Where to Go

When you come to WGH for a lab test, proceed through the main daytime entrance, past the Information Desk, and turn right once in the main atrium. Take a number. When your number is called, proceed directly to the lab reception counter for registration. You may be provided with other instructions here.

Lab tests can only be ordered by a qualified provider. Patients coming to WGH for blood work will be seen during the outpatient clinic hours. Children and anyone requiring assistance with sample collection must come after 8 a.m.

Appointments are required for ECGs, Holter monitoring and spirometry and will be made by your care provider.

Medical Imaging

Medical imaging services at Yukon Hospitals provide screening and diagnostic services. All scans must be requested by a physician. Images are transmitted and stored in our secure system. Patient images are sent electronically to a radiologist for interpretation with results returned to the ordering physician.



Magnetic Resonance Imaging (MRI)

Phone: 867-393-8855

MRI Hours: Monday to Friday, 7 a.m. to 3 p.m. Closed weekends and statutory holidays. Booked appointments only.

MRI exams are requested by a physician and prioritized based on medical urgency by the radiologist. MRI is a safe and advanced diagnostic test that uses very powerful magnets (rather than radiation) along with pulses of radio waves to make detailed images of structures inside the body.

Where to Go and How to Prepare

Enter the hospital through the main daytime entrance. Check in for your appointment at the MRI reception, which is located through the doors on the left as you enter the main atrium.

Please arrive 30 minutes before your appointment time and follow the instructions included in your appointment letter.

Computed Tomography (CT)

Phone: 867-393-8738

CT Hours: Monday to Friday, 7 a.m. to 3:30 p.m. Closed weekends and statutory holidays. Booked appointments only.

During a CT scan, a thin beam of radiation is focused on the specific body part to be studied. The X-ray tube moves completely around this body part as the table moves the patient through the scanner.

Where to Go and How to Prepare

Enter the hospital through the main daytime entrance. As you enter the main atrium, turn right and continue through the entire atrium to the end. Check in for your appointment at CT reception. Arrive 15 minutes before your appointment. Notify your technologist before your exam if you are breastfeeding, pregnant or think you may be pregnant.

Information About Contrast Media

Some X-ray examinations require the use of contrast media, which is an iodine containing liquid injected into the body to enhance X-ray procedures. When contrast media is used, a consent form must be signed. If you do not understand English clearly, please ask for the interpreter services.



Mammography

Phone: 867-393-8738

Mammography Hours: Monday to Friday, 7 a.m. to 3 p.m. Closed weekends and statutory holidays. Booked appointments only.

A mammography exam is a low-dose X-ray of the breast. This test can be safely done on adults at an age where there is a concern or a strong family history of breast disease. Mammography is the best method of early detection as it can detect breast cancers before they can be felt. For patients over 40, self-referred mammography screening does not need a doctor's referral.

Where to Go and How to Prepare

Enter the hospital through the main daytime entrance. As you enter the main atrium, check in at the Medical Imaging reception across from the lab. Please arrive 15 minutes before your appointment. DO NOT use deodorant, body powder or lotion on your breast and underarm areas (Aerosol deodorant is provided after your mammogram is completed). For your comfort, we suggest you wear a two-piece outfit.

What to Expect

A mammogram takes about 30 minutes. The breast is placed on the mammography unit and a compression paddle will then come in contact with the breast to gently spread the breast tissue out. This pressure lasts a few seconds while the X-ray is taken and will then release automatically. The compression does not harm the breast.

Ultrasound

Phone: 867-393-8738

Ultrasound Hours: Monday to Friday, 7 a.m. to 4 p.m. Closed weekends and statutory holidays. Booked appointments only.

Ultrasound uses sound waves we cannot hear, allowing the sonographer to look at internal structures and assess organ function. The sound wave echoes are picked up and displayed on a computer screen. Our sonographers perform a wide range of procedures.

Where to Go and How to Prepare

Enter the hospital through the main daytime entrance. As you enter the main atrium, check in at the Medical Imaging reception across from the lab. Please arrive 15 minutes before your appointment and be sure to follow the preparation instructions included in your appointment letter.



X-ray (Radiography)

Phone: 867-393-8738

X-ray Hours: Monday to Friday, 7 a.m. to 4 p.m. Closed weekends and statutory holidays. Booked appointments.

Emergency X-ray services are available after hours through the Emergency Department.

A patient is positioned so that the part of the body being imaged is located between an X-ray source and an X-ray detector. An image will be formed that represents the “shadows” formed by the objects inside the body.

Where to Go and How to Prepare

Enter the hospital through the main daytime entrance. As you enter the main atrium, check in at the Medical Imaging reception across from the lab. Please arrive 15 minutes before your appointment.

Cardiac Stress Testing

Phone: 867-393-8748

Cardiac Stress Testing is only offered in the Visiting Specialist Clinic area at WGH, and by referral only. A cardiologist or internist decides if stress testing is required. If needed, the test can be completed on the same day.

Where to Go and How to Prepare

Enter the hospital through the main daytime entrance. As you come through the entrance doors immediately take the first hallway to the left. Watch for a sign that reads “Register Here” along with the appropriate specialist name. Check in with the receptionist. Please arrive 10 minutes before your appointment.

Pharmacy

Phone: 867-393-8737 / Fax: 867-393-8764

Pharmacists at WGH do not dispense to the public. For hospital patients, pharmacists provide medications and 24-hour support to patient care areas in all three Yukon hospitals.



Infusion Therapy

Phone: 867-393-8619

Infusion Therapy Hours: Monday to Friday, 8 a.m. to 4 p.m. Closed weekends and statutory holidays.

Infusion therapy is used when someone can't eat, can't take their medication properly, or needs the medication to go directly into the bloodstream. The medication is given to the patient through a sterile catheter that is inserted into a vein and secured.

Where to Go and How to Prepare

Enter the hospital through the new Emergency entrance. Bypass Emergency and check in with Admitting & Discharge for your paperwork. After you have your paperwork, proceed down the hallway and enter the atrium. Go through the atrium and turn left after the Lab, towards the main daytime entrance. Take the hallway to the right just before the double entrance doors. Look for a yellow sign that says Medical Daycare on the right. Please arrive 15 minutes before your appointment.

Yukon Diabetes Education Centre

Located in the Thomson Centre

Phone: 867-393-8711

Yukon Diabetes Education Centre Hours: Monday to Friday, 8:30 a.m. to 2 p.m. Closed from noon to 12:30 p.m., and statutory holidays.

Services are by referral by a family doctor or nurse practitioner, and by appointment only. Videoconferencing (Telehealth) is available for those in rural communities.

The Diabetes Education Centre at WGH provides individual outpatient appointments or group sessions. Our team teaches and supports adults diagnosed with diabetes, including Type 1, Type 2 and gestational. The Centre is staffed with a Registered Nurse and a Registered Dietitian who are Certified Diabetes Educators.



Clinical Nutrition Services

Located in the Thomson Centre

Phone: 867-393-8711

Services are by referral by a family doctor or nurse practitioner, and by appointment only. Videoconferencing (Telehealth) is available for those in rural communities.

WGH is home to a team of Registered Dietitians (RD) that offer nutrition counseling services (education and promotion) on an inpatient and outpatient basis. The team consults with patients on an individual and group basis on a variety of nutritional issues.

Cast Clinic

Phone: 867-393-8700

Services are by referral by a physician and by appointment only.

Where to Go

Enter the hospital through new Emergency Department entrance. Bypass Emergency and follow the corridor. Make a left into the main atrium.

Check in at the Operating Room Registration desk.

Medical Rehabilitation Services (previously “Therapies”)

Phone: 867-393-8963

Outpatient Hours: Monday to Friday, 8 a.m. to 4 p.m. Closed from noon to 1 p.m.

Services are by referral from a physician or nurse practitioner.

This team provides support with issues such as mobility, balance, exercises, brace fittings, swallowing assessment, cognitive assessment and equipment needs and includes Occupational Therapy and Physiotherapy.





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Specialist Clinic

Phone: 867-393-8700 / Fax: 867-393-8702

Specialist Clinic Hours: Monday to Friday, 8 a.m. to 4 p.m. May vary depending on each specialist's clinic times.

The Specialist Clinic at Whitehorse General Hospital (WGH) is home to a variety of visiting physicians, who provide consultation and/or surgical expertise in a number of medical specialties.

Where to Go and How to Prepare

Enter the main daytime entrance and immediately take the first hallway to the left. Watch for a sign that reads "Register Here" along with the appropriate specialist name. Check in with the receptionist.

Patients are notified by mail four to six weeks before an appointment with all the relevant information that's needed for the visit, including what to bring and any scans or lab tests that will need to be done before the appointment. All patients must confirm by phone at least a week prior to the appointment or the time may be reassigned to another patient on the wait-list.

What to Bring to Any Specialist Appointment

- Yukon health care card
- Government-issued identification such as a driver's license or permanent resident card
- A list of all medications (pills or other drugs) you take including prescriptions, vitamins, pain relievers such as Tylenol or Advil, health supplements, and herbal remedies; if you do not have time to make a list, please bring the bottles
- For some visits, you may need to bring some personal items listed in your appointment confirmation letter



Cardiology

Cardiologists have specialized training in diseases related to the heart and blood vessels. During consultation with the patient, the Cardiologist reviews the patient's history, performs a complete physical examination and often orders further testing.

Cardiology Services

- General cardiology focuses on the management and prevention of chronic heart conditions
- Pacemaker assessment
- Pediatric cardiology focuses on children who may have been born with heart disease or defects

Dermatology

Dermatologists not only specialize in the study of skin, hair and nails, but also know how disorders in these areas link with issues in other organs of the body. They will review the history of the skin condition, inspect the affected area, possibly conduct a biopsy, diagnose and recommend treatment.

Gastroenterology

Gastroenterologists have specialized training and expertise in digestive disorders. They may order further tests to confirm the diagnosis. Occasionally, some patients are booked in the operating room, so the doctor can view the area of concern through a scope.



Internal Medicine

Internists have specialized training in preventing and managing complex disorders of the body and diseases of internal organs. They diagnose, treat, offer preventative care and follow patients with a wide range of non-surgical illnesses. Our specialist clinic Internists may order further tests as part of their investigation.

Nephrology

Nephrologists have specialized training in diseases of the kidney and urinary system. They may order further tests to confirm the diagnosis. A specialized Registered Nurse accompanies the Nephrologist twice a year to assist in the care of Yukon patients undergoing peritoneal dialysis.

Neurology

Neurologists have specialized training in disorders affecting the brain, spinal cord, nerves and muscles, such as strokes, epilepsy, multiple sclerosis, Parkinson's disease, Alzheimer's, etc. They may also be asked to assess people with other disorders, injuries and conditions. After examination, additional tests may be performed. There are several diagnostic tests available in the Yukon, including EMG/NCV (electromyography/nerve conduction velocity), CT (computed tomography), MRI and lumbar puncture (spinal tap).

Recommendations are sent to your family doctor about any treatment and follow-up. Botox treatments are provided by the neurologist in the specialist clinic for a limited number of conditions.

Ophthalmology

Ophthalmologists have specialized training in diseases of the eye such as cataracts, diabetic eye conditions, glaucoma, eye injuries, etc. These specialists offer both medical and surgical expertise. Usually you will be referred to one of our local optometrists first for an eye examination. This will provide the ophthalmologist with the information to plan the appropriate care.

OCT (Optical Coherence Tomography) is an imaging technique used at the Specialists Clinic to aid in the diagnosis of diseases of the retina and macular degeneration.



Oncology

An oncologist visits the Yukon in conjunction with the BC Cancer Agency (BCCA) to provide follow-up care for cancer patients.

Orthopedics

Orthopedic surgeons treat patients with acute or chronic conditions of bones and joints to help regain function or avoid pain or disability. Each visiting orthopedic surgeon has specific expertise. These visiting specialists divide their time between the operating room and Specialist Clinic. The surgeon will diagnose and provide treatment options based on their assessment of the affected area with the support of medical imaging tests.

Otolaryngology

Otolaryngologists have specialized training in disorders of the ears, nose and nasal passages, sinuses, larynx (voice box), mouth and throat as well as structures of the neck and face. Examples range from chronic ear infections, snoring, to swallowing disorders in both children and adults.

Pediatrics

Pediatricians provide care for the general needs of children from birth to 16 years of age. These specialists work with families to prevent, detect and manage the physical, behavioral, developmental and social well-being of children.

Physiatry

Physiatrists have broad training in physical medicine and rehabilitation. Through a holistic lens, they assess and manage each patient within their own life context focusing on improved function and every-day quality of life.



Rheumatology

Rheumatologists are internal medicine specialists who have expertise in the treatment of diseases of the joints, muscles and connective tissue.

A rheumatologist focuses on cause, development, diagnosis and treatment of conditions such as inflammatory arthritis and certain other autoimmune diseases along with connective tissue and musculoskeletal pain disorders.

Surgeons, OB/GYN & Opal Clinics

Whitehorse's Surgeons and OB/GYN Clinics are located on the second floor of WGH. These clinics are not operated by Yukon Hospital Corporation (YHC) and can be reached at **867-393-8915**.

The Opal Clinic (formerly the Reproductive Care Clinic) operates out of WGH, providing confidential care for medication abortions, surgical abortions, miscarriages up to the 15th week of pregnancy, and intrauterine device (IUD) insertions by referral. The Opal Clinic is an inclusive clinic that will treat you with respect, understanding and excellent care. Services are available to people of all sexual orientations and gender identities. This clinic is not operated by YHC and can be reached at **867-393-6635**.





Infection Prevention & Control

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Hand Hygiene

Cleaning your hands regularly is the best way to prevent the spread of germs that cause infection. Unless your hands look dirty or you have used the washroom, you can clean them easily using the hand sanitizer provided in the halls, in patient rooms, and several other spots throughout the hospital.

Alcohol-based sanitizers are a highly effective way to clean your hands when soap and water is not available. Apply and rub on hands until it evaporates.

If your hands look dirty, it is better to wash them with soap and water. It is important to wash carefully. Turn on the taps and get your hands wet. With the water running, put soap on your hands and rub the soap all over your hands and wrists. Be sure to wash your thumbs, wrists, under finger nails and in between your fingers. Then rinse off the soap under the running water. Don't turn off the taps until you dry your hands with paper towel, and then use the towel to turn off the taps, so you don't get germs on your hands again.

Clean your hands before:

- Visiting a patient (even if you are also a patient)
- Handling or eating food or feeding others
- Inserting or removing contact lenses

Clean your hands after:

- Visiting a patient
- Being near a person or a person's room who has a cold or flu or any other illness
- Going to the toilet or changing a diaper
- Blowing your nose or wiping a child's nose
- Coughing or sneezing

All hospital staff treating patients are to clean their hands before and after contact with every patient. It's okay to ask your health provider to wash their hands before they treat you.



Infection Control Precautions

In Yukon's hospitals, preventing and controlling the spread of infections is an important part of safety. Your health care team takes a number of steps to protect patients and themselves, including the use of proper personal protection equipment. We work with partners such as Yukon Communicable Disease Control and Infection Prevention and Control Canada to find new ways to stop germs from being passed from one person to another. Everyone has a role to play.

Please contact our Infection Control Practitioner by phone at **867-393-8933** with any questions.

Influenza Prevention Information

Influenza or "the flu" is a disease caused by the influenza A or B virus that infects the nose, throat and lungs. Flu symptoms include sudden onset of fever (38°C+), cough and one or more of the following: headaches, muscle aches, sore throat, or a general overall feeling of not being well.

The flu can be very serious, especially in young children, older adults, people with other medical conditions, and in pregnant women. Influenza is different from the common cold, which has milder symptoms and does not lead to complications.

We ask families, friends or visitors that feel like they are unwell, (e.g. respiratory or gastrointestinal symptoms) not to come to the hospital until they are well.

How to Prevent the Flu

- Get your flu shot annually.
- Wash your hands frequently or use hand sanitizer.
- Cover your mouth/nose when coughing/sneezing, followed by hand hygiene.
- If you are wearing a mask, perform hand hygiene before putting it on and after taking it off.
- If you touch your face or mask, immediately repeat hand hygiene.





Your Safety & Security

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Talking to Your Health Care Team: Your Voice Is Important!

Patients who are involved in their care heal better. We want you to feel as comfortable and confident as possible and to feel ready when it is time to go home. We want you to ask as many questions as you need to, and let us know if you have any concerns during your stay. Communication is very important.

Questions to Ask

Write down (or have someone help you write down) a list of questions or concerns before meeting with your health care team. Some questions you could ask include:

- What is my main problem? What are my treatment options?
- What might have caused my illness?
- When can I go home?

We will ask you lots of questions. Please be open and honest, even if you feel shy or embarrassed. Your care team is there to help you, not judge you. They need as much information as possible to make sure you get the best care.

Make sure you understand your diagnosis, treatment and recovery plan. If you have questions about a treatment or a test, ask us. It is ok to ask questions like:

- Why do I need this medicine/treatment?
- How will it make me feel?
- Will it hurt?

If you don't understand something, or need us to say it again, it is ok to ask for it to be explained as many times as you need. If you need help with English, ask us for our interpreter services.

It might be helpful to ask a loved one to be there when you talk to your care team. They can help listen and write down the important notes for you.



Accommodation/ Accessibility

Whitehorse General Hospital (WGH) is a wheelchair-accessible facility. Additionally, we have pocket talkers (hearing devices) for those who are hearing impaired. Should you require any accommodations during your stay, or have questions and concerns about accessibility, please speak with your care provider.

Allergies & Intolerances

An allergic reaction can be very serious or even life threatening. For the safety and comfort of patients, visitors and staff, we ask everyone to follow our policies on things that can cause an allergic reaction.

Scents and Smells

The smell of perfume, cologne, soap, lotions, etc. can cause a serious allergic reaction, or make a health condition worse. Even people who do not have allergies can get headaches or feel sick from smells. All Yukon hospitals are “scent-free.” This means that we ask all patients, visitors and staff not to use any scented products when they are in or coming to a hospital.

Balloons and Other Latex Products

Many people are allergic to latex, which is in some types of disposable gloves and tubes. If you are a patient with a latex allergy, it is very important to tell us when you check in.

Respectful Behavior

We all deserve to feel safe and respected. Each one of us has a part in making sure we have a healthy, safe and respectful space for healing. Together with patients, families, employees, medical professionals and volunteers, we developed guidelines for how we treat one another.

- Respect others and treat them as they want to be treated.
- Listen to build trust and understanding.
- Involve one another and work as a team.
- Remember we are responsible for our own actions and their effect on others.
- Learn from our experiences and mistakes.



Preventing Falls

Sometimes being in a new place, feeling weak or even some medications can make it easier for you to fall. We have a Falls Prevention Program to reduce your risk of falling while in hospital. First, we will assess your risk. We may ask you some questions or to do some actions like standing up or walking down a hall. This helps us to write the care plan that is best for you. If something changes while you are in hospital, we will do another assessment and make changes if we need to.

Here is what you and your family can do to help prevent falls while in hospital.

- Tell your nurse about any recent falls or your concerns about safety.
- Use the nurse call bell when you need help, including getting up and using the bathroom. A nursing staff member may also stay with you in the bathroom.
- If you take medicines that cause you to go to the bathroom often, or find it very difficult or painful to get up out of bed even with help, you can ask your nurse about using a commode or urinal.
- Place the nurse call bell and personal items where you can easily reach them.
- Bring shoes or slippers from home that have good gripping bottoms and put them on whenever you get out of bed.
- Take your time getting out of bed or up from a chair. Sit at the edge of your bed for a few seconds before you stand up.
- If you need help standing or walking, ask for someone to help you. If you use a walker or cane at home, bring it with you. Make sure that you put your name on it. Do not try to use a bedside table or IV pole to support you as these are not safe.
- Bring your eyeglasses and hearing aids from home and always wear them when you are awake.



Preventing Medication Incidents

Talking about your medications with your health care team and asking questions will help you feel more in control of your health. When you come to hospital, it is important to bring all your current medications with you.

Here is what you and your family can do to prevent medication incidents.

- Pack all your medication with packages and bottles in a plastic bag. This includes prescription and non-prescription medications such as cold/flu medicine, vitamins, supplements and herbal remedies.
- Before you come to the hospital, make a list of all medications you take.
- If you know what each medication is for, write that on your list as well. If you don't know, you can ask your doctor or at the store where you get your pills.
- When you first arrive and check in at Admitting, tell the clerk about any allergies you have. If you do have allergies, you should be given a special bracelet. Make sure you keep it on and tell your nurse if it comes off.

To keep you safe, you may be asked several times — by nurses, doctors, pharmacists and other health care providers — to tell us what medications you are taking. This is done on purpose as part of our safety program.

We may also change the medications you are taking while in hospital. This may be for a short while, or it might be a permanent change. We will tell you if we are making a change, and it is a good idea to write yourself a note or ask the nurse to make a note about this for you.

When it is time to leave the hospital, if you have new, or any changes to, medications you were taking, your physician or hospital pharmacist will go over this with you. They will give you a written handout about the changes and any instructions you need. Changes to your medications will also be sent to your community pharmacy.

Our goal is to make sure that you always get the right medication at the right time.



Smoking Policy

For everyone's safety and comfort, Yukon law says that our hospitals are smoke-free. This means no smoking — including vaping and the use of e-cigarettes — is allowed inside the hospital or within five meters (about 16 feet) of public doorways, windows or air in-takes. At WGH, this means no smoking or vaping on the entire front sidewalk, bus stop or door outside of the hospital or Thomson Centre. There is a smoking area outside with signs showing where smoking is permitted. Please do not smoke in any other areas. When you come back in the building please perform hand hygiene.

Valuables/Personal Items

Yukon Hospital Corporation (YHC) recommends that patients and visitors bring only essential items to the hospital. YHC is not responsible for replacing lost, misplaced, stolen or damaged belongings or valuables.

Sometimes certain health situations leave a patient unable to take responsibility for their valuables, money, and credit cards when they come to the hospital. In this situation a staff member is authorized to place money and valuables into temporary safekeeping.

Lost and Found

While YHC is not responsible for the personal belongings and valuables of patients or visitors, we will do our best to return lost or misplaced items to their owners. If you cannot find your belongings or valuables, please tell your nurse. If we find your belongings or valuables after you are discharged, we will contact you by telephone. We will ask you to arrange pickup of your items within 14 days. Items still here 30 days after we attempt to notify you, will be disposed of. Lost and Found is located in the Security Office in the Emergency Department waiting room.



Hospital Security

The Security Office is located in the Emergency Department. Call **867-393-8700** to be directed to the Security Office for any questions.

Collection of Personal Health Information

Yukon Hospitals in Whitehorse, Dawson City and Watson Lake are responsible for collecting, using, disclosing and protecting your personal health information.

We will get personal health information directly from you or the person acting on your behalf so we can provide safe and excellent hospital care. This information may include your name, photograph, date of birth, address, health card number, health history, records of your visits to Yukon Hospitals and/or other health care providers. Occasionally, we collect personal health information from other sources, if we obtain your consent or if the law allows.

Uses and Disclosures of Your Personal Health Information

We use and disclose your personal health information to:

- Treat and care for you
- Help other health care providers who are not our employees, but may be required to provide you with health care or health services
- Locate you or your family in urgent/emergent situations using the overhead PA system
- Receive payment from your territorial/provincial health care plans, private insurers or others
- Help us improve our care and services
- Teach, provide training, plan, or for other purposes, with your consent or as permitted by law



Disclosure of Your Personal Health Information Outside of the Yukon

In some cases, it is necessary for your personal health information to be disclosed to organizations outside the Yukon in order to provide you with care. For example, some lab tests cannot be performed in the Yukon and must be processed in another province.

When personal health information is disclosed to another province, the laws of that province apply.

Yukon Hospitals are committed to:

- Monitoring and taking steps to protect personal health information and ensuring that everyone who performs services for us protects your privacy.
- Asking permission before disclosing any information for purposes not related directly to care (e.g. insurance companies, lawyers, etc.), unless otherwise required by law.

Under Yukon law, you have the right (subject to certain limited exceptions) to:

- Withhold or withdraw your consent for us to collect your personal health information, allow its use by, or share it with, a specific health care provider or organization for the purpose of providing you with care. We will do what we can within reason to comply with your wishes, unless we are authorized by law to do otherwise.
- Request to review or receive a copy of your personal health information. A fee may be charged.

Your personal health information can only be collected, used and disclosed under the HIPMA and its regulations:

- We will confirm your admission or location within the hospital with your family and close friends. If you do not want us to release any information, please tell a hospital staff member during registration or in the area you are visiting/staying.
- We will only notify a representative of your faith group or First Nation at your request.
- We will only share your personal health information with the media or for marketing or fundraising purposes with your written consent.



How to Contact the Privacy Office

For more information about Yukon Hospitals' privacy practices or to raise concerns or provide feedback, contact us.

Privacy Office
5 Hospital Road
Whitehorse, Yukon
Y1A 3H7

Phone: 867-393-8685
Email: YHCPrivacy@wgh.yk.ca
Website: yukonhospitals.ca

Health Records

A health record is created any time you are assessed or treated by a health care professional. Personal health information is used and made available to health care professionals to provide the best care for you as a patient.

Your record may include information such as:

- Identification and location information
- Medical and personal history
- Test results (clinical information)
- Reports on treatment outcomes and procedures

Information can be disclosed without consent if:

- An emergency situation threatens the life, health, or security of an individual
- Required for compliance with a warrant, order, or subpoena

Information may also be used by health professionals:

- To educate health care providers
- In medical reviews or investigations
- For internal management purposes (quality improvements, audits)

The *Access to Information and Protection of Privacy Act* (ATIPPA) states that personal information and records are to be protected by reasonable security safeguards.

Health records safeguard your information by:

- Storing records in a secure and restricted area
- Limiting access to authorized individuals only
- Protecting information with a client confidentiality policy



Least Restraint Policy

YHC follows the principles of “Least Restraint” in order to decrease the risks associated with restraint use and to protect patient autonomy and dignity. Restraints are used only as a last resort.

Ethical Decision Making

YHC is committed to the provision of excellence in health care in serving our patients and the public interest. In serving as a public institution, YHC is committed to honest and ethical business practices and to maintaining and enhancing the public’s trust and confidence.

YHC is committed to promoting an ethical health care and work environment.

YHC requires as a condition of employment that all persons associated with YHC, as outlined under scope, demonstrate personal and professional integrity and ethical conduct.





Preparing for Your Visit (Stay)



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Patient Registration/ Admission

Whether you are having a routine X-ray or being admitted to hospital for several days, the registration or admission process is very important. Your information may be already in our system, or you may be asked the same questions again. These questions, and the forms to be filled out, are for your safety.

What to Bring

Please bring the following with you:

- Yukon health care card
- Government-issued identification like a driver's license or permanent resident card
- A list of all medications (pills or other drugs) you take as well as the bottles or packages they came in; this includes prescriptions, vitamins, pain relievers like Tylenol or Advil, health supplements and herbal remedies

You may be asked to:

- Provide the name and contact information for your doctor
- Provide the name and contact information for your emergency contact or next-of-kin

For your safety, all patients going to the Emergency Department will get an ID bracelet. If you have allergies, you will also be given an allergy bracelet.

Please keep this on at all times while you are at the hospital. If your bracelet is lost or damaged, please notify your nurse immediately.



If you are coming for an overnight stay, you may also want to bring:

- Eye glasses or reading glasses, hearing aids
- A hair brush, toothbrush, toothpaste, shaving supplies, and shampoo
- A bathrobe, pajamas and slippers (with rubber soles or non-skid dots)
- Clothes to wear when you go home
- A small amount of money for buying things at the Café or vending machines (an ATM is available in the Whitehorse General Hospital's (WGH) main atrium)

If you are coming in to have a baby, you might want to bring comfortable clothes, pillows, music, a camera, pads, diapers and baby hygiene products. You will also need things for your trip home, including baby clothes, blankets and an infant car seat.

Children can bring along a favourite toy or blanket. Please put the child's name on each item.

Hospital Rooms

When you are admitted to the hospital you may be placed in a room alone, or with another hospital patient. Your room assignment is based on a variety of factors. As well, there may be times that we need to move you to another room based on your needs, or the needs of other patients. We appreciate that this can create added stress and worry so please make sure to speak with your care team if you have any questions or concerns throughout your stay.





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Patient Identification

Yukon Hospital Corporation (YHC) is committed to ensuring patient safety. Safety means checking and re-checking all of the information we have about you, and the first step is making sure we know you are you!

- Each time you arrive at the hospital, you will be asked to provide your health care card and one other form of government-issued ID.
- If any of the information on your cards or on any paperwork you've been given is old or wrong, please tell the Admitting clerk.
- Each time you receive any treatment, exam or medication in our hospitals, you will be asked again for your name and date of birth and we will check your ID bracelet to confirm your identity.

Social Work Services

Social workers offer a diverse range of services and are a key part of the health care team. Social workers are professionally trained and are part of the team assisting patients and families with the social and emotional impacts of diagnosis, hospitalization, and/or serious illness or disability.

Any team member, family member, or patient can request Social Work Services involvement.

Social workers provide coverage across all inpatient areas at Whitehorse General Hospital (WGH) in addition to the Intensive Care Unit and Emergency Department.



Managing Your Pain

We want to make sure you are as comfortable as possible and reduce any pain you may have during your hospital stay. Discuss your pain and options for reducing it with your health care team.

Pressure Injury (Bed Sore) Prevention

Staying active while you are a patient helps recovery and makes going home easier. To avoid the negative effects of constant bed rest, ask your nurse, physiotherapist or doctor which activities you can safely do.

Some examples include:

- Spending time out of bed or sitting in a chair for meals
- Performing your own bathing and grooming
- Using the bathroom on your own, when you are able
- Going for walks in the hallway, with supervision and/or equipment as needed

Patient Food Services/ Patient Meals

Patients can expect homemade, well-balanced and nutritious food while staying at WGH. We offer a variety of soups, salads, hot meals, sandwiches, desserts, drinks and snacks. Our menu is changed daily to serve a variety of fresh foods, including special diets (vegetarian and diabetic, for example) as well as traditional food for our First Nations patients. We also use local potatoes, carrots, cabbage and beets, when in season.



Patient Meal Service

Patients are served three meals each day as well as an evening snack.

- Breakfast — 7:30 a.m.
- Lunch — 12 p.m.
- Dinner — 5 p.m.
- Evening snack — 7:30 p.m.

If you have any food allergies, please make sure that you tell your nurse.

A variety of healthy snacks and drinks are also available to patients on the second floor in the hospital's inpatient area at the central nutrition station.

WGH Café

The cafeteria is located on the main floor. From the main daytime entrance go through the atrium. The cafeteria is the first hallway on the left upon exiting the atrium.

Our friendly staff provide quality, freshly prepared meals and snacks at affordable prices, including hot meals at lunch and soups, salads, sandwiches and desserts, throughout the day. The WGH Café accepts cash, debit or credit cards.

Hours of Operation: Monday to Friday, 7:30 a.m. to 3:30 p.m. Closed weekends and statutory holidays.

Vending Machines

Vending machines are located in the seating area of the cafeteria and are available every day from 7:30 a.m. to 9 p.m.

The machines are stocked with healthy food options including fresh fruit and vegetables, as well as soups, sandwiches, desserts, and hot meals. The machines are easy to use, accept most bill dominations and provide change. The coffee vending machine accepts coins only.

Additional vending machines with cold beverages and snack foods are also available in the hospital's main atrium. The machines are easy to use, accept most bill dominations and provide change.



Cellphones, Personal Devices, Wireless Internet

Cell Phones

You can use your cell phone in public areas such as the atrium and cafeteria. To keep patients safe and make sure that care is not disrupted, you may be asked to turn your cell phone completely off in patient rooms, treatment areas, or near any medical devices when necessary.

Internet Access

WGH has Wi-Fi service available for all patients and visitors at no cost. You can connect your phone, tablet or computer to the Internet by selecting “WGH-Guest” from the list of available Wi-Fi networks and accepting the terms and conditions. The service is made available thanks to the Yukon Hospital Foundation, Northwestel and the Yukon government’s Community Development Fund.

Telephones and Televisions

We want you to be comfortable and to stay connected to your friends and family while in hospital. These services are available to help you stay in touch.

Each patient room is equipped with a phone that can be used for local calling. You will need to bring a long-distance calling card in order to call to communities outside of Whitehorse.

Each patient room has a television with free access to a number of TV stations.



Pay Phones

There are pay phones available in the lobby of the main entrance next to the Information Desk and in the Emergency Department waiting room.

Transfers

When WGH is full, it might mean that incoming patients spend more time in the Emergency Department or a room/space that is not intended for longer stays. This is never ideal, but our staff are working hard to provide great care and move you to a more appropriate room when it becomes available.

The Yukon is fortunate to have three modern, well-equipped hospitals. Each has a team of skilled and talented health providers. Because we need to provide acute care and hospital-based services to those who need it, when you come to hospital, you may be cared for at any one of these facilities and will receive exceptional care.

This means, from time to time, some patients may be moved from Whitehorse to one of our community hospitals in Dawson City or Watson Lake. We identify patients who can be cared for in these communities based on standardized clinical criteria and discussion with the physician responsible for your care. We will also speak with you about your thoughts or concerns. Moving patients to another hospital bed in the territory allows us to use our resources in the best way possible, ensures you are well cared for at all times, and reduces capacity pressures. This allows people who need an acute care bed or service only available in Whitehorse to receive this care in a more timely and safe manner.

We acknowledge this move within Yukon's hospital system and to a facility outside of Whitehorse can be stressful and difficult for many patients and families. The transfer is only for a temporary period of time, patients are returned to Whitehorse, and is only done if it is safe and appropriate. We do our best to consider all circumstances and provide information to make the transfer easier.



Emergency & Life-Sustaining Treatments: Understanding Your Wishes & Our Practice

Level of Care decisions are important and necessary to help guide care and treatment for patients admitted to Yukon Hospitals. These decisions will be based on the patient's beliefs and wishes. In consultation with the patient or substitute decision maker, the physician assigns the Level of Care appropriate for the individual and the medical situation.

Advanced Care Directives

An Advance Health Care Directive is a statement or direction given by a competent person, or by a substitute decision-maker should the patient become unable to make their own health care decision, for life-sustaining treatments and resuscitation efforts.

Unless a specific order to the contrary has been recorded on a patient's health record by the attending physician, CPR is used as a standard intervention in virtually all cases of sudden cardiac or respiratory arrest, whether unexpected or not. This policy aims to improve the process of decision making; to enhance patient, family and hospital staff comfort with "Do Not Resuscitate" (DNR) orders; to improve the quality of patient care; to help physicians share with their patients the burden of limited resuscitation; and offer patients increased self-determination and more appropriate utilization of medical technology.





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Discharge Planning: Home Is Best

Our hospital staff and community health care providers work together to make sure patients have the information and support they need when they return home.

When you check in — or within your first day in hospital — our staff will talk to you about what you may need when you go back home. Your doctor will decide when it is safe for you to leave the hospital.

Before you leave, hospital staff will give you:

- Information about any services that have been arranged or that you can request to help you recover at home
- A sheet telling you what medications (pills) you need to take and how often to take them
- Instructions about any appointments that have been made for you or that you need to make with your doctor or another health care provider; for example, you may need to have tests or physiotherapy
- Information about what to expect and how long it will take before you are fully recovered

If you are a non-Canadian resident, please visit our Admitting & Discharge desk before you leave to make arrangements for paying for your treatment.

Getting Help at Home

Home care may be available to you through the Yukon government's Department of Health and Social Services. Speak with your care team about any questions you may have.

Taxi/Bus

Travel costs and appropriate transportation can be a barrier to safety. The safe discharge of patients/clients is our responsibility. This may include providing safe transportation. Whitehorse General Hospital (WGH) may provide taxi chits and/or bus tickets for transportation if a health provider or Admitting & Discharge staff indicates it is necessary. Supporting caregivers includes safe transportation of patients and clients to their residence/hotel/destination within city limits.



Charges & Invoicing for Out-of-Territory Patients

All residents of Canada are required to provide proof of their current provincial/territorial coverage at time of service. Otherwise, they are expected to pay for the services personally as if they were non-Canadians.

Payment at time of service will be expected from all non-residents of Canada. Payment arrangements will be made prior to admission or treatment for elective services for non-residents of Canada. All efforts should be made to fully inform patients of their financial and other obligations before referral to the hospital.

Business Office Location & Hours

The YHC Finance Office is located in Crocus Ridge Building
6 Hospital Road, Whitehorse

Hours of Operation: Monday to Friday, 8 a.m. to 4 p.m.

Please contact wgh.finance@wgh.yk.ca with any questions you may have.





For Families & Friends – Visitor Information

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Visiting Guidelines

Whitehorse General Hospital (WGH) is committed to family-centered care and encourages family and friends to visit every day, at all hours.

Visiting is based on the condition, care needs, and wishes of each patient. That is why visiting frequency may vary between patients and from one day to the next. We encourage your friends and family to check with your health care team about what visiting times are best. Children are welcome and should be supervised by an adult who is not the patient.

Visiting may be interrupted to provide patient care and may be restricted to protect the privacy of other patients or maintain safety.

If you are visiting between the hours of 9 p.m. and 6 a.m., please respect the needs of all our patients and ensure they have a quiet restful space for healing by minimizing noise during this time.

Infection Control Tips for Visitors

- Prevent infection by washing your hands or using hand sanitizer often. Use hand sanitizer gel or wash your hands with soap and water for 15 seconds.
- Cover your mouth and nose when sneezing or coughing with a tissue or with your elbow. Clean your hands afterwards.
- We ask all visitors if you feel like you have a fever or chills, a cough, or difficulty breathing to wait to visit until you are well. You can make your family member or friend sicker. Instead, you can call on the phone. There is a phone in every room, and guest Wi-Fi. To call a patient room, call the hospital and ask for the patient by name. You can also send an e-card, using the Patient Mail service.



ATM

An ATM is available in the WGH's main atrium.

Deliveries Including Flowers & Balloons

Latex is a common allergy. If you are a visitor and want to bring balloons, please make sure that they are labeled as "latex free."

Flowers are a wonderful gift for most patients. If you would like to bring flowers to a patient, please ask one of the patient's nurses beforehand, just to make sure that there are no allergy concerns. It is also best to avoid very strong smelling flowers such as lilies.





Feedback



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Your Feedback Is Welcome

Your feedback is important and helps us improve care for all of our patients.

There are several ways to provide feedback.

- Complete the [online feedback form](#).
- Email us at feedback@wgh.yk.ca.
- Call our Quality Improvement Team at **867-393-8731**.
- Ask our hospital staff or volunteers about our Patient Experience Survey.

Patient Experience Surveys

Following your visit as an inpatient or outpatient, you may be contacted to complete a short, anonymous patient experience survey.

Patient & Family Advisory Council

Coming soon.





Volunteer Services



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Volunteer Services

At Whitehorse General Hospital (WGH) we have a team of kind, compassionate and caring volunteers who support the hospital by improving the quality of patient care, contributing to patient satisfaction and reducing the anxiety of families and visitors. Volunteers lessen the stress of a hospital visit by providing a friendly face, by providing support and comfort, and by answering questions and giving directions.

Current Services Offered

Friendly Visitors

Provide social support to inpatients in Surgical and Medical Units.

Chemotherapy Comfort Care Providers

Offer comfort and support to patients receiving chemotherapy treatment.

Cultural Support Volunteers

Spend social time with patients and help with cultural activities and events in conjunction with our First Nations Health Programs.

Morning Brew Crew

Bring a smile and a fresh cup of coffee or tea to patients in their rooms.

Spiritual Care Providers

Representing a number of religious faiths, spiritual care providers provide spiritual care to patients and families, and are available on-call twenty-four seven.

Information Desk Hosts

Give a friendly welcome to patients and visitors as they arrive and offer information about where to find services in the hospital.

Emergency Department Waiting Room Volunteers

Create a friendly welcoming environment for patients and families accessing the Emergency Department.

If you would like to access one of our volunteer services, please ask your health care provider or contact us at volunteer@wgh.yk.ca.



Volunteering at WGH

Serve in an inspiring and social environment. Help create a sense of home for patients and their families. Share your time, knowing it will have a lasting impact. Volunteering at WGH is the opportunity to make each day brighter — for you and for others.

From the Morning Brew Crew to Friendly Visitors, we offer a variety of opportunities in WGH for volunteers to connect with patients and family members, offer directions and information, and enrich the high-quality care provided by our of professional staff.

Ready to learn, grow, give back, and make a difference through volunteerism?
Visit us at yukonhospitals.ca/volunteer or email us at volunteer@wgh.yk.ca.





Yukon Hospital Foundation

The Yukon Hospital Foundation raises funds to enhance the quality of health care for all Yukoners. Every single dollar you give is used to support the area of greatest need.

Yukon Hospital Corporation (YHC) would not be able to offer many of the programs and services with such up-to-date medical equipment without the generosity of all Yukoners and great partners.

Our sincere appreciation goes out to all of our community partners that are committed and dedicated to enhancing the quality of health care for all Yukoners. This giving is a testament to the warm and generous community in which we live and work.



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2021 Patient Handbook