



<p>Team Name: Critical Care and Medicine Team</p> <p>Team Lead: Director - Acute Community Hospitals</p> <p>Approved by: Regional Lead - Acute Care & Chief Nursing Officer</p>	<p>Reference Number: CLI.4510.PL.008</p> <p>Program Area: Across Hospital Units</p> <p>Policy Section: General</p>
<p>Issue Date: February 11, 2019</p> <p>Review Date:</p> <p>Revision Date: September 28, 2023</p>	<p>Subject: Patient Handbooks in Acute Care</p>

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

POLICY SUBJECT:

Patient Handbooks in Acute Care

PURPOSE:

The purpose of this policy is to support the use of the patient handbook as the means to outline expectations for patients while in hospital by informing and engaging them as active members of their care team.

BOARD POLICY REFERENCE:

Executive Limitation (EL-01) Global Executive Restraint & Risk Management
 Executive Limitation (EL-02) Treatment of Clients

POLICY:

Acute sites provide access to a Patient Handbook to all inpatients in Southern Health-Santé Sud outlining what patients can expect while in hospital, the rights and responsibilities during their stay and engaging them as active members of their care in enhancing patient safety and quality of services.

PROCEDURE:

1. Handbook Development:
 - The Administrative Assistant - Acute Community Hospitals provide each acute care site with a Patient Handbook – English template (CLI.4510.PL.008.SD.01) to customize.
 - Once the customization is complete, the site sends the completed template to the Administrative Assistant - Acute Community Hospitals for final formatting.
 - The Administrative Assistant - Acute Community Hospitals creates a French Patient Handbook for that site, using the Patient Handbook – French template

- (CLI.4510.PL.008.SD.02) to mirror the submitted English version, accessing resources available in the region.
- The Administrative Assistant - Acute Community Hospitals provides the site with a final version of both the English and French documents.
 - The Administrative Assistant - Acute Community Hospitals also provides Communications with the finalized electronic version of all of site-specific documents to upload onto the Southern Health-Santé public website. The QR Code on the *What You and Your Family Need to Know* bilingual handout (CLI.4510.PL.008.SD.03) does not change with updates to the handbook.
2. Distribution:
 - The *What You and Your Family Need to Know* bilingual handout (CLI.4510.PL.008.SD.03) with QR codes is distributed to all patients at time of admission.
 - Paper copy requests: Acute care sites print copies of the Patient Handbook that are kept on each unit for patient requests:
 - For non-Designated bilingual sites, English needs to be available upon request, with French copies printed upon request;
 - For Designated bilingual sites, both English and French paper copies need to be available for distribution if requested.
 3. The site is responsible to retain originals and establish a process whereby the handout and Patient Handbooks are printed, not photocopied, to ensure appropriate quality of the documents.
 4. For Infection, Prevention and Control purposes, all documents are single-use and are discarded at discharge.

SUPPORTING DOCUMENTS:

CLI.4510.PL.008.SD.01	Patient Handbook – English template
CLI.4510.PL.008.SD.02	Patient Handbook – French template
CLI.4510.PL.008.SD.03	<i>What You and Your Family Need to Know</i> bilingual handout