

Planning Your Visit to Hotel Dieu Hospital

Please bring:

- ◆ your appointment slip
- ◆ Health Insurance (OHIP) card
- ◆ a complete and up-to-date list of medications provided by your pharmacist OR all medications in their original drugstore container, insulin, inhalers, prescribed creams, eye drops and non-prescription medications such as herbals and vitamins
- ◆ a family member or friend for support or personal assistance; if you wish, this person may attend your clinic visit with you
- ◆ a snack in case your clinic appointment is delayed.

Before you arrive:

- ◆ If you (or your escort) don't feel well or have recently been exposed to an infectious disease, consider re-booking your appointment OR ask for a face mask at the Information Desk.
- ◆ If you need to cancel your appointment or require further information about it please call the number on the appointment slip.
- ◆ Plan for possible delays; patients being seen ahead of you may need more time than expected with the medical team.
- ◆ If you need a professional interpreter please call the hospital main number (613-544-3310 or toll-free at 1-855-544-3400) and tell the Switchboard Operator that you need an interpreter. Please tell the Operator the location and date of your clinic (from your appointment slip). The Switchboard will connect you with the appropriate clinic, which will make the necessary arrangements.
- ◆ Avoid wearing scented body products or perfume on the day of your visit; Hotel Dieu Hospital is a scent-safe environment.
- ◆ Allow yourself time to park and find your clinic.
- ◆ Leave large sums of money and valuables at home.

When you arrive:

- ◆ Use the hand sanitizer available at all hospital entrances.
- ◆ Ask at the Information Desk for directions to your clinic and for other assistance.
- ◆ Look for user-friendly self-registration kiosks in clinic registration areas. Please speak to the registration clerk if you need assistance.
- ◆ Please remember that Hotel Dieu is a teaching hospital. If you have any questions about the involvement of learners in your care, please ask to speak with your attending physician or the health care professional in charge.



Contact Us:

Local patients and families: Please call 613-544-3310 (Switchboard) or 613-544-3400 (automated attendant) if you know the extension of the department you wish to contact.

Long-distance patients and families: Please dial toll-free at 1-855-544-3400.

For free access to a Registered Nurse 24 hours a day, 7 days a week, please call Telehealth Ontario, 1-866-797-0000.

To learn more about Hotel Dieu Hospital, please visit www.hoteldieu.com.

Other services:

Patient Relations Office

We welcome opportunities to improve by listening and responding to your comments and suggestions. If you have a concern about your visit to the hospital or would like to pass along a compliment, contact 613-544-3400 extension 3040.

Billing

Occasionally patients are billed for services. When this happens patients are notified in advance. You can settle a patient account at selected banks, by credit card, by depositing cash/cheques in a locked drop box in the main lobby or by visiting Patient Accounts Office on Level 6 in the Jeanne Mance Wing, just off the main elevators, open 8:30 am to 4 pm weekdays. For details, please call 613-544-3310, ext. 2187.

Bank Machine

An ATM is located in the main lobby next to the public telephones.

Food Services

The Brockview Café in the main lobby is open 7:15 am to 6 pm, Monday to Friday to provide beverages, snacks and hot & cold food. All proceeds from the Café support our hospital.

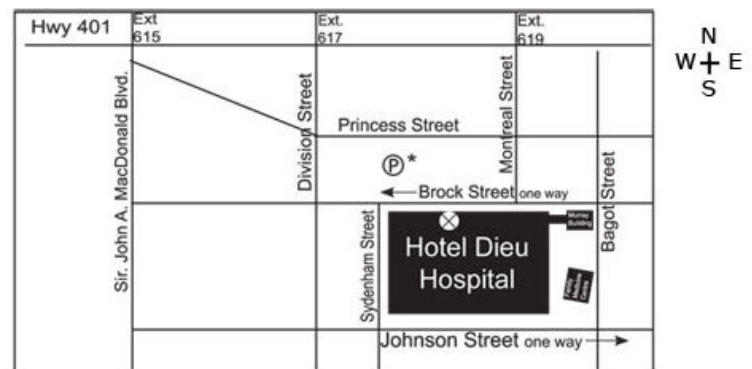
Gift Shop

The Brock Boutique is open 9 am to 4 pm, Monday to Friday to offer an assortment of gifts, cards, snacks and more. All proceeds from the Boutique support our hospital.

Directions

The Hospital sits on a full block in the heart of downtown Kingston. The main entrance is located at **166 Brock Street**. We encourage all patients and families to enter the hospital here for easy access to our Information Desk, wheelchairs, etc.

If you are traveling by Highway 401 take Exit 619 (Montreal St.). Follow Montreal St. south to Brock St., where you will immediately see Hotel Dieu. Turn right to access the Chown Memorial Parking Garage.



Parking

The Chown Memorial Parking Garage, owned by the City of Kingston, is located directly across from the main entrance of Hotel Dieu. Payment can be made in cash or by credit card. Pay-and-display parking is also available on the streets surrounding the hospital. For more information about parking visit the City of Kingston website at www.cityofkingston.ca.



Frequently Asked Questions

Do I need to bring my actual medications or just a list of them?

You need to bring a complete and up-to-date list of medications provided by your pharmacist OR ALL medications in their original drugstore container, insulin, inhalers, prescribed creams, eye drops and non-prescription medications such as herbals and vitamins.

Can I get blood work done in the hospital?

If you receive a requisition for blood work at your Hotel Dieu clinic appointment, then you can have that blood work done in the phlebotomy lab on Jeanne Mance 5 or Brock 1. **NOTE:** *Blood work requisitions from your family doctor should be taken to a laboratory in the community.*

How and when can I access the Urgent Care Centre?

The Urgent Care Centre has a separate entrance on Brock Street, just east of the hospital's main entrance.

It is **open 8 am to 8 pm every day of the year** for patients whose illness or injury is not life-threatening but serious enough to require prompt medical attention.

For youth up to the age of 18, the **Pediatric Urgent Care Clinic is open 9 am to 4 pm, Monday to Friday**. This walk-in clinic is located in the hospital's main building and is accessible via the main entrance on Brock Street.

When and where can I get an x-ray done?

You can have a general x-ray done in our Diagnostic Imaging Department, 8 am to 6 pm, Monday to Friday. This is a walk-in service; you do not need to make an appointment. All other Diagnostic Imaging services (e.g., ultrasound, CT scan, mammography) require a pre-booked appointment.

My Ear/Nose/Throat appointment is at 144 Brock St. Is that near the hospital?

Hotel Dieu's Ear, Nose and Throat (ENT) clinic is located in the Murray Building at 144 Brock St., just a few steps east of the main entrance at 166 Brock St. Patients with an ENT appointment can go directly to the Murray Building (which has a wheelchair-accessible entrance) OR come through the hospital's main entrance and ask at the Information Desk for directions to the ENT clinic.

How do I cancel or re-schedule my appointment?

If you need to cancel your appointment or require further information about it please call the number on the appointment slip.

Is there a patient drop-off area?

Drivers can drop off patients at the main Brock Street entrance. Please note that, except for drop-offs, no parking is permitted on the vehicle ramp.

Are there height restrictions for vehicles arriving at the hospital?

The maximum clearance on our front ramp is 8 feet/2 inches (2.5 metres). The maximum clearance in the nearby Chown Memorial Parking Garage is 6 feet/6 inches (2 metres).

I use a wheelchair. What should I know about accessibility at Hotel Dieu Hospital?

The main entrance on Brock Street is wheelchair accessible. Wheelchair accessible washrooms are located in most clinic areas. Two washrooms have power door operators – one in the main lobby and one in the Child Development Centre.

I have a mobility issue. Will someone be available to assist me when I arrive?

You are encouraged to bring a family member or friend with you to provide personal assistance, and wheelchairs are available in the main lobby. Whenever possible, we try to assist patients transferring from cars to wheelchairs at the main entrance.

I will be coming with a driver. What does that person need to know?

Please inform your escort/driver of your clinic location and arrange a pick-up plan. Ideally, this would include a contact/cell phone number where the driver can reach you plus a time and location for pick-up at the hospital (e.g. in the main lobby, in a specific clinic waiting area).

How do I contact an interpreter for my appointment?

If you need a professional interpreter please call the hospital main number (613-544-3310 or toll-free at 1-855-544-3400) and tell the Switchboard Operator that you need an interpreter. Please tell the Operator the location and date of your clinic (from your appointment slip). The Switchboard will connect you with the appropriate clinic, which will make the necessary arrangements.

How close is the hospital to bus stops, restaurants, shops, etc.?

A Kingston Transit bus stop is located directly across from the hospital. Hotel Dieu is within easy walking distance to restaurants, stores, pharmacies and hotels. For more information, please visit www.tourism.kingstoncanada.com.

Does the hospital have arrangements with hotels for discounts for out-of-town patients?

For a list of local accommodations, please visit www.tourism.kingstoncanada.com. Hotel Dieu does not endorse any of the noted accommodations or guarantee a lower rate at them. Please inquire when booking if there is a special hospital rate.

Can I access the Internet while I am waiting?

Wireless is not currently available within Hotel Dieu Hospital.

We are committed to providing a safe, healthy and supportive work environment for patients and staff alike. We recognize the potential for violence in the workplace, including domestic violence and harassment, and will make every reasonable effort to identify potential sources of such risk and to eliminate or minimize those sources.

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