



InterHealthCanada
Turks and Caicos Islands Hospital

PATIENT INFORMATION BOOKLET

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CONTENTS

4	Turks and Caicos Islands Hospital
6	Belief and Values
8	Recognising -Who is Who
10	Clinical Environment
11	Visiting Hours
12	Valuables
12	Parking
13	Calling the Nurse
14	Fire Safety
14	Cell Phone Use
14	Flowers
15	Nurse Bedside report
15	Cafeteria & Vending
16	Patient Meals
17	Chaplaincy Services
17	Smoking
18	Chaperones & Interpreters
18	Self Discharge
18	Internet Use
18	Television
19	Comments, compliments & Complaints
20	Your Role in Safety
21	Managing your Medicines
22	Preventing Falls
23	Infection Control
25	Deep Vein Thrombosis (DVT)
26	Antimicrobial Safety
28	Pain
29	Your Rights & Responsibilities
31	Being Open
32	Dealing with ethical concerns
33	Before you leave the Hospital
34	Medicines Tracker
35	Useful Contact Numbers

WELCOME

On behalf of the staff at the Turks and Caicos Islands Hospital, we would like to take this opportunity to welcome you to the Hospital and hope you have a comfortable stay with us.

Cheshire Hall Medical Centre and Cockburn Town Medical Centre, which collectively forms the Turks and Caicos Islands Hospital, opened on April 10th 2010. The hospital offers a number of specialised services for NHIP members and self-paying patients throughout the Turks and Caicos Islands.

Although you may feel nervous before your treatment, please feel assured that our team is dedicated to making your stay as pleasant as possible.

This booklet contains information about the hospital and how you can help us provide the best possible service. Please familiarize yourself with the information at your leisure; it is designed to make you feel at home. Feel free to share your feedback on how your care can be improved.

Should you require further information or assistance, please do not hesitate to ask any member of staff, who will do their best to help.

We offer you our best wishes for a full and speedy recovery.

THE CHIEF EXECUTIVE OFFICER



INTRODUCTION

TURKS AND CAICOS ISLANDS HOSPITAL



The Cheshire Hall and Cockburn Town Medical Centres are purpose built facilities designed with you in mind. Along with the very latest in medical technology, the hospital buildings are designed to be light, spacious and patient-friendly. There are two zen-inspired healing gardens located at the Providenciales centre, and a single healing garden located at the facility on Grand Turk. These gardens provide ambulatory patients and visitors with a space to quietly meditate, and embrace the restorative benefits of nature.



HOSPITAL PROFILE

- The Turks and Caicos Islands Hospital has two state-of-the-art facilities located at Cockburn Town Medical Centre (CTMC) on the island of Grand Turk and a larger facility at Cheshire Hall Medical Centre (CHMC) on the island of Providenciales. Both sites serve the local population and visitors across the Turks and Caicos Islands.
- Some of the services provided across the two sites are: Emergency care, General Surgery, Obstetrics and Gynaecology, Orthopaedics, Family Practice, Medical Oncology, Internal Medicine, Secondary Dentistry, Laboratory, Physiotherapy X-ray, Ultrasound, MRI and CT scanning and Outpatient Haemodialysis. Cheshire Hall Medical Centre has a two-bed High Dependency Unit for those patients requiring more intensive monitoring and also a Special Care Baby Unit for infants in need of more specialised care and treatment after their delivery.
- Our visiting consultants from North America, Europe and the Caribbean region provide periodic care in the specialties of Secondary Urology, Medical Oncology, Adult Neurology, Cardiology, Ear Nose and Throat, Ophthalmology, and Plastic Reconstructive Surgery.
- The Turks and Caicos Islands Hospital was awarded the highest possible accreditation “Diamond Status” by Accreditation Canada International in March 2012, 2015 and 2018. The next accreditation cycle is late 2021.



OUR BELIEFS AND VALUES

OUR MISSION

The Turks and Caicos Hospital, by nature, will exceed expectations through its commitment to professional excellence, safety to all and continuous quality improvement. Our innovative and learning environment shall deliver efficient and effective services providing value for money.

OUR VISION

Naturally excellent, where everyone is envious of our culture and customers receive the full benefit of our obsession with quality.

OUR VALUES

These are our core values. They are the fundamental beliefs of our hospital team and will remain our unwavering commitment and guide.

Show you care:

Care passionately about the safety and well-being of the people we serve, our organization, stakeholders and community.

Be fearless:

Be fearless and courageous; when we are fearless and courageous, we can make things happen.



When we say something, we mean it:

“We shall walk the talk”. When we say we’ll do something, we do it. If we can’t, then we owe people an explanation, not in the future but now. We recognize the power of our words, attitudes and actions. We shall hold ourselves accountable.



Be Humble:

As valued team members, we all share and display humility to our customers, colleagues, team members, guests and visitors to our beautiful hospital. We shall be unpretentious and demonstrate humility by:

- Asking for feedback
- Addressing prejudices
- Start with a question, thereby encouraging feedback
- Really listening
- Accepting setbacks and using it to become stronger

To the uninformed, being humble may be seen as a weakness or insignificance but it really speaks to strength of character and confidence. Leadership throughout our hospital creates an environment where humility is cherished, ranks high in our hierarchy and is rewarded.

GOLDEN RULE

Treat people as you would want to be treated.

Our interpretation of the golden rule is that every person walking into our hospital shall be “surrounded with care and compassion”. The Golden rule implies tolerance, consideration, compassion and reciprocity. We treat and care for our customers as if they were family members because that is the way we would want to be treated if we were hospitalized. That philosophy is extended to each and every one of our colleagues who contribute to our Mission and Vision



RECOGNISING STAFF

WHO'S WHO

All staff at the hospital wear ID badges with their name and title, so they can be easily recognised.

The following uniform code may help you distinguish between staff more easily:

NURSING STAFF

Clinical Nurses	White Scrubs
Registered Nurses and Nurse Supervisors:	White/Blue shirt/ black pants
Nursing Managers	White/Blue Shirt/Black Pants
White Scrubs	Ward
White Scrubs	Registered General Nurse
Ocean Blue Scrubs	Midwife
White Scrubs	Nursing Assistants
Green Scrubs	Nursing Supervisors
Floral Pink/Baby Pink Scrubs	Neonatal Intensive Care Nurses
Pacific Blue Scrubs	Emergency Nurse
Light Green Scrubs	Operating Room Nurse
Pink Scrubs	Oncology Nurse



THEATRE STAFF

Theatre Staff	Light Green scrub suits
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CLINICAL & MEDICAL STAFF

Radiographer	Green Scrubs
Physiotherapist	Royal Blue Scrubs
Physicians	Dark Blue Scrubs

FACILITIES MANAGEMENT STAFF

Housekeeping Staff	Red monogrammed work suits
Catering Staff	polo shirts, black trousers with white apron
Porter	Navy blue shirt and brown trousers
Maintenance / Engineers	Dark trousers/light brown shirt

Please note: The Hospital operates a bare below the elbows policy to reduce the risk of infection, which is strictly adhered to by all staff.



CLINICAL ENVIRONMENT

IN PATIENT STAY

Your Medical Care

While you are hospitalized, your doctor is responsible for your medical treatment. Your doctor is a member of Turks & Caicos Island medical staff, which is a highly qualified group of physicians who have been carefully screened and selected to care for you.

Under the leadership and guidance of your doctor, you will be cared for by a trained team of health care professionals who will plan and institute a treatment program designed to help you recover from your illness or surgery.

Your health care team may include:

- Physician Assistants
- Registered Nurses
- Certified Practical Nurses
- Physical Therapists
- Registered Dietitian
- Other Medical Professionals

YOUR OPINION COUNTS

Each Department has a confidential patient satisfaction survey. Please take the time to complete the survey and share your opinion about your stay with us. Your feedback is an important resource to help ensure the best care is provided at our facilities.



DURING YOUR STAY

VISITING HOURS

Our visiting hours and guidelines are designed to protect the health and well-being of our patients, and ensure they get the care and rest required.

We understand the need to be visited by family and friends during the Hospital stay; however, we kindly ask visitors to consider the recovery of other patients and only visit during the following hours:

Monday-Sunday	11:00am - 12:00noon
Monday-Sunday	2:30pm - 3:30pm
Monday-Sunday	6:30pm - 7:30pm.

A maximum of two visitors at one time is recommended at the bedside, however, there are exceptions for some units such as birthing unit, HDU, NICU. Please speak to a member of the health care team for more details about visiting these areas. Please do not visit patients if you feel sick, unwell or have a cough, fever, runny nose, sore throat or diarrhea.

****Visitation rules are subject to change during the COVID-19 pandemic and restrictions may apply.**

Clean your hands with alcohol based hand sanitizer frequently to stop the spread of infection. Please ensure you clean your hands when:

- Entering and exiting hospital
- Entering and exiting a patient's room
- Touching the patient or his/her surrounding.

Children under 12 years of age must be supervised by an adult at all times.

Under special circumstances, we understand that families need to be present with their loved ones outside of these established hours. Please speak to the nurse if this is the case and attempts will be made to accommodate this request, if possible. Visitors to patients on the general ward are limited to three people at once. Additional visitors may wait in the patient lounge.

LEAVING YOUR VALUABLES AT HOME

We strongly recommend that valuables such as money, jewellery, mobile phones, iPads, laptop computers, other personal electronic devices and property remain at home.

The hospital does not accept responsibility for the loss or damage to personal property whilst during your stay. The security of any personal item(s) is the patient's responsibility.

If family members are not present, valuable items should be given to the nursing staff and security personnel to be secured in a valuables envelope and locked in a safe.

These items should not be kept at the bedside. In the event an item is missing, please inform the nursing staff immediately. If appropriate, the police will be contacted at your request. Upon discharge, please secure all your personal items. If this is not possible, please ensure a designated person is organized to collect them as soon as possible. The Hospital will not be responsible for items not taken upon a patient's discharge.

PARKING

Free parking is available to visitors. Please note that a one-way system and a 5mph speed limit exist on the hospital grounds that are enforceable under TCI traffic laws. Disabled parking is available at the front of the parking lot. Please be considerate to others and reserve this space for persons in sincere need.



CALLING THE NURSE

If you need assistance from the nurse looking after you, you will find a call button beside your bed and a pull cord in the bathroom. Do not be afraid to use the nurse call system; it is not solely for emergencies. Your nurse will explain how to use the system when you arrive in the ward area.

YOUR BED

Your bed may be adjusted to provide the most comfortable position. The controls can be operated by you, however, if you require assistance please ask your nurse. All linen and towels are provided.



IMPORTANT INFORMATION FOR YOUR SAFETY

FIRE SAFETY

In accordance with safety requirements the fire alarms are tested on a regular basis. They will sound every Wednesday morning at 08.30 am in CHMC and 9:00 am in CTMC. This will be announced as a test on the public address system prior to testing. No action is required.

Should the alarm ring at any other time, it should be assumed that there is a fire in the hospital. If this was to occur, all patients and visitors should remain in their rooms and await instructions from the nursing staff.

CELL PHONE USE

Cell phone use is restricted in the High Dependency Unit and Operating Room areas of the hospital. In all other areas you may use your cell phones, however, please respect others in proximity and keep noise levels down.



FLOWERS

Please be advised that we operate a no flowers policy due to infection control risks.





NURSE BEDSIDE SHIFT REPORT

We want to make sure that during a shift change your care is continuous. To ensure that your care is consistent the nurse going off duty will meet with the nurse coming on duty at your bedside to discuss important details such as new medications and tests, or any changes in your condition during the previous shift. This provides you with the opportunity to be more involved in your care and ask any questions that you might have.

Nurse bedside handover happens every day at these times:

Morning	7am
Afternoon	1pm
Evening	7pm

CAFETERIA & VENDING

Our cafeteria is open to all visitors in the hospital.

Opening hours are:

Monday-Friday	8am - 8pm
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Outside of these hours, vending machines are located in the Emergency Department and main foyer on both sites, which have a variety of drinks and snacks available.



PATIENT MEALS

Patient meals are served 3 times a day as follows:

Breakfast	07:45am - 9:00am
Lunch	12:00 noon - 1:15pm
Dinner	5:00pm - 6:15pm

We aim to cater to all dietary requirements; if you do require special meals then please let the nursing staff know so we can notify our catering department of your needs.

Please check with the nursing staff before having food brought in from home as you may be on dietary or fluid restrictions as advised by your doctor.

CHAPLAINCY SERVICES

Our spirit is integral to our well-being; a connectedness to self, to others and to the sacred.

Within our multi-faith and multi-cultural community, we recognize that meeting the spiritual care needs of our patients and their family is a right and a health care obligation.



Our multi-faith room is available for prayer, quiet reading or reflection and meditation. This room is accessible on level 1 of the hospital, near laboratory.

Spiritual services are available upon request to patients and family, during visiting hours or upon request by patients.

Upon admission, you will be provided with further information on Chaplaincy services.

SMOKING

Both Cheshire Hall and Cockburn Town Medical Centres are strictly **NO SMOKING**. This includes the car parks and the grounds, as well as in the healing gardens. It is illegal to smoke anywhere on these premises.



LANGUAGE LINE INTERPRETERS

At the Turks & Caicos Islands Hospital, we are dedicated to enhancing access to health care services for our linguistically and culturally diverse patient population, through professional language line services which provides our patients with a full-range of language-related services of the highest quality and utility in the most user-friendly manner. This service is provided at no cost to our patients.

Medical interpreters can bridge the communication gap between provider and patient. In the context of patient safety, this bridge is critical, particularly in hospital settings. For this reason, Turks & Caicos Islands Hospital have built

an in-house capacity to provide language services to non-English speaking patients using medical interpreters.

INTERPRETERS AND CHAPERONES

If you need an interpreter during your stay with us then please indicate this to the nurse looking after you.

Chaperones are also available. Please let the nurse looking after you know if you would like to have a chaperone present during your examination with any healthcare professional.

SELF DISCHARGE

If you wish to leave the hospital against medical advice, you will be asked to sign a form acknowledging that you have made this decision and have done so at your own risk.

INTERNET

Public Wi-Fi access is available at no cost.

TELEVISIONS

There are TVs located in the converted patient lounge and inside patient rooms.





COMMENTS, COMPLIMENTS AND COMPLAINTS

We want to ensure that we deliver our services so that you feel very satisfied with the care and attention that you receive whilst visiting TCI Hospital.

We welcome your feedback and would like you to tell us if the care received can be improved. This will help us to learn lessons and do things differently.

We also want to know where things have worked really well. We will learn from these experiences and try to deliver the same service throughout the Hospital.

Tell someone as soon as you are aware of a problem, e.g. a nurse, a doctor or Unit Clerk, Supervisors and Manager during daily rounds. It is likely that they can resolve your problem immediately, or provide information, clarification or advice.

We have a complaint procedure, which has been agreed with the Turks and Caicos Islands Government. We follow this to ensure that a complaint is thoroughly investigated and responded to in accordance with your wishes.

You can make your complaint to any member of staff and it can be made verbally, in writing or by email; whichever is more convenient for you. Please be as specific as you can and describe what happened, including any helpful information such as your date of birth, full name, date of visit and a contact telephone number and email address if you have one.

If you are making a complaint on behalf of someone else we may require their signed consent in order to protect patient confidentiality. We will contact you if this is the case.



YOUR ROLE IN SAFETY

TCI Hospital is committed to providing you with the best healthcare experience. There is also an important role that patients and their families need to play.

One way you can make sure you get good quality health care is to be an active member of your health care team. Patients who talk with their healthcare providers tend to be happier with their care and have better medical results.

You can use the following tips to make sure you get the best possible care:

- Let us know if you need a translator;
- Ask questions to make sure you understand what your doctor is telling you;
- Explain your understanding of the information provided in your own words to the doctor to be sure you understood correctly;
- Let your doctor know if you are worried about being able to follow his or her instructions;
- If your doctor recommends a treatment, ask about options;
- If you need a test, ask:
 - How the test is done;
 - How the test will feel;
 - What you need to do to get ready for it;
 - How will the test results be returned;
- Let us know if you have ever had an allergy or bad reaction to any medicine, food, or environmental substance.
- Let us know all the drugs you currently take, including over the counter medicines like vitamins and any herbal or alternative medicines.
- Let us know about any pre-existing conditions you have e.g. high blood pressure or diabetes, or if you could be pregnant.



- Keep your hospital wristband on at all times; we need it to check that we are giving the right treatment to the right patient. If your wrist band falls off by accident please report this immediately to the nurse in charge to secure a replacement band.

MANAGING YOUR MEDICINES

Whether you take one medicine or five, it's important that you know what medicines you are taking and why. Ask your doctor these questions about any new (or current) medications you are prescribed:

- What is the name of the medicine? (ask for the Generic name)
- Why am I taking it? How long till it starts working?
- What dose, how often, how long?
- What are the side effects? And what do I do if they happen?
- Should I take my medicine with or without food?
- Is there anything that may interact with this medicine? (foods/drinks or other medicines)
- What do I do if I miss a dose?

Please don't be afraid to ask any questions; our doctors, nurses and pharmacists are here to help you to understand your medications.

The medication checklist at the back of this brochure can be used to help you remember what medicines you take and when to take them.

Bring this medication checklist during your next visit.

SAFE INJECTION PRACTICES

An oral medication is always safer than an injectable. However, while in hospital injectable medications are given and when appropriate the doctor will switch you to an oral preparation, which is just as effective. If you are on injectable medications you can ask your doctors about oral alternatives.

PREVENTING FALLS

Good communication among patients, visitors and nursing staff is key to preventing falls. Visitors can help prevent falls by staying alert to the needs and capabilities of the person they are visiting and notifying a nurse with any concerns.

Hospital patients are more at risk of falls because they may be weak and unsteady due to illness or medical procedures, their medications might make them dizzy, or they have been lying or sitting down for too long. Patients at risk for falls will be identified by green armbands; on the Inpatient Unit green triangles will be placed on the door of the patient's room and above the bed. In the Surgical Suite, patients who are at risk of a fall will be identified by non-skid green socks.



Please help us keep you safe by following these guidelines during your stay:

- Keep often- used items (e.g. call bell, tissues, cell phone, glasses) within easy reach;
- Do not walk in bare feet: wear non- skid socks or slippers;
- Make sure your robe or pyjamas do not drag on the floor as this may cause you to trip;
- Ask your nurse to help you walk when you are attached to intravenous lines and or have drains or other bags attached;
- Do not get out of the bed on your own if you are unsteady at all or following an operation. Hospital beds are often higher and narrower than your bed at home. Please call the nurse so they can safely assist you;
- If you use a wheelchair, please check that the breaks are on before you get in or out of it.



INFECTION CONTROL

It is important that patients, staff and visitors keep their hands clean by hand washing or using the hand sanitiser provided outside each room and ward entrance. This will help to prevent spread of germs between people and places, especially when entering the wards and departments.

Infections can be caused by germs that are carried on people's skin before they come into hospital. Infections can also be acquired while staying in hospital and passed on by the hands of patients, staff and visitors. This is why cleaning hands with either soap or water or hand sanitiser is very important to keep everyone safe from germs.

Germs (bacteria and viruses) are collected every single time we touch objects such as door handles, faucets, hand rails and door locks. Our domestic teams clean these and many other areas frequently. Even when hands appear to be clean, germs are not able to be seen without a microscope; therefore, people do not always recognise the need to clean their hands frequently.

All of our staff are trained to wash their hands correctly and you will see them carrying this out frequently when they are looking after you.

The Infection Prevention and Control Nurse will be happy to talk to you if you have any questions.



HOW VISITORS CAN HELP US PREVENT INFECTION

You can help to reduce the risk of infections by asking your visitors:

- not to sit on your bed: ask them to use a chair to sit on when visiting;
- clean their hands using either soap and water or hand sanitiser when entering the ward or the room;
- not to use your bathroom: here is a public restroom located just outside of the doors to the general ward;
- not to bring food in for you unless this has been cleared with your nurse;
- not to bring in flowers or plants while you are in hospital as these are not allowed in patient rooms;
- not to visit if they are ill with diarrhea or vomiting, or any other infectious condition as this may be passed on to others and affect patients' recovery;
- observe any special precautions before visiting, such as wearing gloves or gowns or a mask; this is for the protection of both them and you.

DEEP VEIN THROMBOSIS-DVT

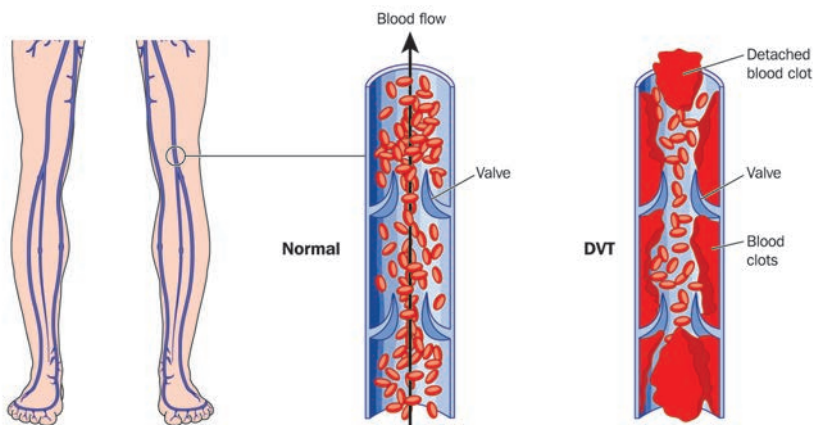
ARE YOU AT RISK?

WHAT IS A DEEP VEIN THROMBOSIS (DVT)?

DVT is a common medical condition that occurs when a thrombus (blood clot) forms in a deep vein, usually in the leg or pelvis, leading to either partially or completely blocked circulation.

HOW SERIOUS IS DVT?

If the blood clot in the leg breaks off and travels to the lungs, it will cause pulmonary embolism (PE). PE may result in breathing difficulties and may be fatal. DVT may also cause lifelong disability with painful, swelling legs, varicose veins and ulcers.



IF MY DOCTOR SUSPECTS THAT I AM AT RISK, WHAT TREATMENT MAY BE RECOMMENDED?

If your doctor considers that you are at risk of DVT:

- Anticoagulant (blood thinners) medications may be given through your vein, as an injection, or as pills.
- This will prevent further blood clots from forming.
- Your pharmacist or nurse will review any foods or medications that you should avoid when taking these blood thinners.
- For symptom relief, applying warm (not hot) compresses or heating pad will promote circulation and reduce pain.
- If you are having pain, discuss with your doctor what medications you should take. Make sure to let your doctor know of any over-the-counter medications you are taking. (such as Tylenol, aspirin, or Motrin)
- Elastic support stockings may be prescribed by your doctor to help increase the flow of blood from your legs.
- Bed rest may be prescribed for a time with legs elevated to reduce swelling.

ANTIBIOTIC SAFETY

Know when antibiotics work

When you feel sick, you want to feel better fast. But antibiotics aren't the answer for every illness

THE RISK

Bacteria become resistant

What's the harm in taking antibiotics anytime? Using antibiotics when they are not needed causes some bacteria to become resistant to the antibiotic.

These resistant bacteria are stronger and harder to kill. They can stay in your body and can cause severe illnesses that cannot be cured with antibiotics. A cure for resistant bacteria may require stronger treatment – and possibly a stay in the hospital.



Antibiotics aren't always the answer

Most illnesses are caused by two kinds of germs: bacteria or viruses. Antibiotics can cure bacterial infections – not viral infections.

Bacteria

Bacteria cause strep throat, some pneumonia and sinus infections. Antibiotics can work.

Viruses

Viruses cause the common cold, most coughs and the flu. Antibiotics don't work.

Using antibiotics for a virus:

Will NOT cure the infection;

Will NOT help you feel better;

Will NOT keep others from catching your illness

PROTECT YOURSELF WITH THE BEST CARE

You should not use antibiotics to treat the common cold or the flu.

If antibiotics are prescribed for you to treat a bacterial infection – such as strep throat – be sure to take all of the medicine. Only using part of the prescription means that only part of the infection has been treated. Not finishing the medicine can cause resistant bacteria to develop.

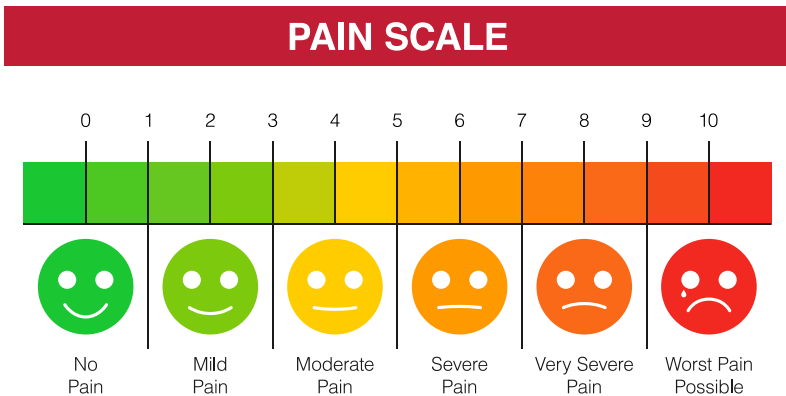
DO YOU HAVE PAIN?

Because pain may be a sign of a problem, it is important to let your medical team know about your pain. Patients should never worry that they are “being a bother.” Actually, your doctors and nurses want and need to know about your level of pain.

To help you describe your pain here are some questions that your doctor or nurse may ask:

- When did the pain begin?
- Where do you feel the pain?
- How the pain feels e.g. sharp, dull, throbbing, burning, tingling?
- Is the pain constant or does it come and go?
- What, if anything, makes it better?
- What, if anything, makes it worse?
- If you are on medicine for the pain – does it help and if so for how long?

Pain charts like the one below may help you to tell your doctor or nurse how bad the pain is.





YOUR RIGHTS & RESPONSIBILITIES

As a patient you have the right to respectful and considerate care. In addition there are specific rights and responsibilities you have during your hospital stay.

YOU HAVE THE RIGHT TO

- Expect privacy and dignity in treatment consistent with providing you good medical care;
- Receive considerate and respectful care at all times in all circumstances;
- Expect prompt and reasonable responses to your questions;
- Know the identity and profession of your caregivers;
- Know what patient support services are available, as well as access to an interpreter if English is a problem for you;
- Have access to your medical records, according to hospital policy;
- Be informed of the nature of your condition, the proposed treatment or procedure, risks, benefits and prognosis and any continuing healthcare requirements after discharge, in terms that you understand;
- Be informed of medical alternatives for care or treatment;

- Receive access to medical care and treatment regardless of race, sex, creed, sexual orientation, national origin, religion, and physical or mental handicap;
- Participate in the decision making process;
- Have access to professionals to assist you with spiritual and emotional care;
- Exercise your spiritual values and beliefs as long as they do not interfere with the well being of others or the course of any planned care;
- Participate in the discussion of ethical issues if they arise;
- Express concerns regarding any of these rights via the grievance and complaints procedure.



YOU ARE RESPONSIBLE FOR

- Providing accurate and complete information to the doctor or nurse about your past medical history and other matters pertaining to your health;
- Informing your doctor or nurse whether or not you understand the plan of care and what, if anything, is expected of you;
- Following the treatment plan as recommended to you by your doctor;
- Knowing the consequences of your own actions if you refuse treatment or do not follow your doctor's instructions;
- Keeping all follow-up appointments. If you cannot make an appointment let the hospital know so this can be offered to another patient.





BEING OPEN

TCI Hospital always strives to deliver excellent health care to its patients. This means care that is safe and ensures an optimum experience for patients and their care givers.

Despite our ongoing quality efforts, sometimes things don't go as well as we would like. Please know this happens infrequently and we monitor such situations very closely to ensure that this is not commonplace.

In the event something has occurred where we have not met our own expectations or yours, we will tell you openly and honestly. We will share with you our understanding of what happened and why it happened, and we will invite you to be involved in identifying how we can make improvements.

This open communication process is known as Being Open or Disclosure, and the Hospital has a policy that guides all our staff on how to do this properly.

You can report your dissatisfaction or log an incident on the feedback form or you can ask for a member of the management team to report an incident.

WHAT DOES BEING OPEN INVOLVE?

- Acknowledging, apologising and explaining to patients when things could have been done better;
- Conducting a thorough investigation into the situation and reassuring you, your family and carers that lessons learnt will help prevent recurrence;
- Providing support to all those involved or affected.

DEALING WITH ETHICAL CONCERNS - ETHICS COMMITTEE

If I or my family members disagree among ourselves or with the healthcare team regarding elements of my care, what action can I take?

Sometimes patients, families, and staff have very difficult choices to make. They may face moral dilemmas and may need to review ethical questions and concerns.

Doctors and families each have the best interests of the patient at heart. However, sometimes patients or family members may differ with each other or with doctors in how they see and understand the patient's illness and options for treatment or care. An Ethics Committee consultation may prove helpful at times of such disagreement. An independent review of the case focusing on ethical issues can serve to clarify matters for everyone involved.

The role of the Ethics Committee is to support families and healthcare staff in the resolution of ethical issues that may occur in the course of hospitalization or other care provided by the Turks and Caicos Islands Hospital.

The Committee reviews the specific, individual patient-care situations and dilemmas. After the review, the Committee will provide an opinion about the situation from an ethical point of view. The consultation process aims to assist all those involved in having an open discussion about the patient's care. The outcome of the consultation is an honest and thoughtful recommendation to the patient, family and medical team. All involved members of the health care team, as well as the patient and family, are invited to attend the meeting, if possible. Decisions resulting from the consultation are advisory and are not institutionally or legally binding.

HOW TO ACCESS THE ETHICS COMMITTEE

Patients, family members or other involved persons, all have the right to request an Ethics consultation. They can do so by speaking with the Nurse Supervisor on duty. Be sure to provide a contact phone number and/or email, as well as the name and location of the patient involved. Once a request is made, the consultation will occur within a few days. An emergency consultation will take place as soon as possible, within 24 hours.



BEFORE YOU LEAVE THE HOSPITAL

CHECKLIST BEFORE DISCHARGE

Make sure that you have considered the following before you leave the Hospital:

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Discharge Instructions – This includes why you were in the hospital? Who cared for you and any procedures that were done?

☐

Medicines list – This includes any new medicines along with your old medicines and any over the counter or herbal drugs you may take. You can use the medicines tracker at the back of this brochure to help you.

☐

Prescriptions – Do you have any medications that will be continuing when you get home? Does your local pharmacy know?

☐

Follow up care instructions – Do you have any dietary instructions you need to follow? If you are going home with a dressing in place do you know how to change the dressing at home if needed? Do you need any follow up tests? Do you need any follow up appointments in the clinic?

☐

What to do if you become unwell again – Do you know who to call or what to do if your symptoms/condition re occurs?

☐

Collection from the hospital - Have you have arranged for someone to collect you from the hospital and have arrangements been made for someone to stay with you, if needed, once you have been discharged

MEDICATION TRACKER

Please bring this with you to your next hospital appointment. If you start a new medicine ask your doctor or pharmacist to help you record it on your chart

Your Name:					
Medicine name and strength	What's it for:	How much to take and when?			
		Breakfast	Lunch	Evening	Bedtime
e.g. Ramipril 2.5 mg	High blood pressure	1 Capsule		1 Capsule	



USEFUL TELEPHONE NUMBERS

Cheshire Hall (Providenciales) Telephone Number

946-2800

Help Desk	Ext: 75555
Emergency Department	Ext: 70505
Imaging/X-ray	Ext: 70701
Outpatient/Primary Care Clinics	Ext: 70201
Dialysis	Ext: 70506
In patient Ward	Ext: 70102
Maternity Ward	Ext: 70143
Dentistry	Ext: 70300
Physiotherapy/Rehab	Ext: 71119

Cockburn Town (Grand Turk) Telephone Number

941 2900

In patient Ward	Ext: 60144
Maternity	Ext: 60100
Emergency Department	Ext: 60400
Imaging/X-ray:	Ext: 60707
Outpatient/Primary Care Clinics	Ext: 60700
Dental	Ext: 61104
Dialysis	Ext: 60500





