

Contact Information

Switchboard (306) 655-1000

Unit Clerk (306) 655-1865

Unit Manager (306) 655-1869

Food and Nutrition (306) 655-1290

Client Concerns (306) 655-0250

First Nations and Métis Health Services (306) 655-0166

Welcome to Royal University Hospital

6300 Neurosciences



CS-PIER-0188

Healthy People, Healthy Saskatchewan

The Saskatchewan Health Authority works in the spirit of truth and reconciliation, acknowledging Saskatchewan as the traditional territory of First Nations and Métis People.

PIER—Patient Information and Education Resource

SEPTEMBER 2024



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saskhealthauthority.ca

Care Team Members

- Doctors and Resident Doctors
- Registered Nurses and Licensed Practical Nurses
- Continuing Care Assistants
- Unit Assists and Unit Support Workers
- Occupational Therapists
- Physical Therapists
- Social Workers
- Client Patient Access Services (CPAS)
- Dietitians
- Speech Language Pathologists
- Respiratory Therapists
- Housekeepers
- Food Service Workers
- Spiritual Care
- Students

Patient Care

- Assessments happen twice a day, around 8:00 a.m. and 8:00 p.m. with medications given to you as ordered by the doctor.
- Tests may happen to treat your problem, sometimes without an exact time. There may be delays or short notice.
- Your doctor may suggest therapy during your stay, and taking part in all physical or occupational therapy sessions is important.
- Doctor's visits are not scheduled and may occur at any time. Talk to your nurse if you have questions.

Additional Information

- Send any valuables, belongings or medications home with a family member or friend.
- Lost, stolen, or broken personal items will not be replaced by the unit.
- Discuss any questions or concerns with your care team, charge nurse, or unit manager.
- To maintain a safe and positive environment, physical or verbal abuse will not be tolerated.

Patient Satisfaction Survey

- Your hospital experience is important to us. Tell us about your stay! Your feedback can help improve our unit.
- Scan the QR code below to answer the survey questions.
- The survey should take less than 15 minutes to complete. You may ask a family member or friend to help you.



Preventing Spread of Infection

- Washing your hands is the most important way to prevent the spread of infection. Wash your hands or use an alcohol-based hand sanitizer when you arrive and leave the unit.
- You may be required to wear gloves, gowns or facemasks when in the hospital. Follow signage for patients who may need you to wear extra protection. Ask a care team member if you are unsure of what to wear.

Discharge Planning

- Discharge planning will begin early during admission. The doctor will talk to you about your condition and a plan of care.
- This will include a Targeted Date of Discharge (TDD), which will be written on the whiteboard in your room and updated daily as care is completed.

Length of stay will depend on:

- **Patient condition**
- **Pending tests**
- **Taking part in therapies**
- **The need for additional care by a team in another location. This may include a transfer to a different nursing unit or hospital**

Rooms

- You may have to share a room or change rooms during your stay.
- Even if you have insurance, private rooms are based on the medical needs of patients.
- Please be respectful and aware of your noise level when visiting and using telephones or televisions.
- We are a scent-free environment.
- Television service is available in most rooms for a fee; to use it, follow the instructions on the TV.
- Washrooms on the unit are for patients only. Visitor washrooms are near the elevators in the main hallway.

Meals

- Meals arrive around 8:30 a.m. (breakfast), 12:30 p.m.(lunch), and 5:00 p.m. (supper).
- The Food and Nutrition team gives fresh water each morning. Patients can also ask any team member for water.
- Patients may have diet changes related to their condition or tests. Check with your nurse before bringing food from home or giving a patient fluids.
- Let your nurse or care team know if you have any food-specific needs or allergies; they can help create a menu that fits your needs.

Key Contact Person

- Your health information is private and will not be discussed with people who phone or ask.
- If you wish to have your health information shared with family or friends, we ask you to choose one or two contact people who can then share information with others.

Visiting Hours

- Visiting hours are open; however, visiting hours are strongly encouraged between 8:00 a.m. and 8:00 p.m. only to allow for nursing care and rest for all patients.
- If you are feeling unwell, please do not visit. Patients may have a weakened immune system and will take longer to heal.
- Follow signage for patients who may need you to wear extra protection such as gowns, gloves, or facemasks. Ask a care team member if you are unsure of what to wear.

Quiet Time

- Quiet time is scheduled from 12:30 p.m. until 2:00 p.m. daily. During this time, we may ask visitors to leave for a more quiet environment and rest for all patients.

Observation Rooms

- You might be in an observation room based on your medical needs. Patients can only leave the room with a doctor's permission.
- Assessments will be done every 4 hours or more often if needed. This includes overnight.
- Visitors are limited to 2 at a time. This rule is strictly enforced to allow patients to rest and recover in a quiet environment.
- Nursing report occurs at 7:30 a.m. and 7:30 p.m. daily. Visitors will be asked to leave the room during this time to keep health information private.

Smoking Policy

- Smoking is only allowed outside in designated areas.
- If you choose to smoke during your stay, staff are not able to take you outside to smoke. You will be asked to sign a release of responsibility form.
- Doctors can order nicotine patches or gum through the hospital pharmacy for patients to use during their stay.