For 24 hour professional health advice and information, call HealthLine 811

Medical Surveillance Unit (MSU)
Accountable Care Unit (ACU) & Intermediate Care Unit
Making a Difference in Patient Care

Pasqua Hospital
4101 Dewdney Avenue
Regina, SK
S4T 1A5
Phone: 306-766-2252
The MSU Intermediate Care Unit is where patients with acute pulmonary, medical and cardiac conditions receive intermediate care treatment by Registered Nurses with advanced skills and training by: continuous cardiac monitoring, pulse oximetry and respiratory monitoring.

**MSU Vision:**
- To provide a multidisciplinary, cohesive and competent team.
- To improve patient care and patient outcomes.
- To provide patient and family centered care.
- To provide a clear plan of care.

**The MSU Health Care Team includes:**
Unit Nurse Manager & Physician Co-Lead, Doctors, Registered Nurses, Pharmacists, Physiotherapists, Social Workers, Respiratory Therapists, Occupational Therapists, Speech Language Pathologists, Registered Dietitians, Food Service Workers, Unit Clerks, Unit Support Workers, Housekeepers, Spiritual Care, Native Health Services

**MSU Health Care Team Strengths:**
Team Players
Knowledgeable & Competent
Leaders & Advocates
Hardworking & Resilient
Humour & Patience
Caring & Compassionate
When A Patient Arrives to the MSU

Admitting a patient to the MSU and ensuring they are safely settled is a busy time for the MSU team and can be challenging for the family. The MSU team keeps you informed about your family member’s condition and facilitates your visit as soon as possible. Please stay in the MSU visitor’s lounge during this time.

Visiting Hours

11:00 a.m. to 3 p.m. and 5:00 p.m. to 8:30 p.m.

Sleep and rest are very important for recovery. Short frequent visits are less tiring for your family member. You may be asked to delay your visit if your family member is resting or is receiving care at the time.

Please limit visitors to 2 or fewer at a time to avoid overwhelming your family member. This also ensures adequate space to provide patient care.
Preventing Infection

A patient is placed on additional infection precautions when they have (or may have) germs that can be passed on to others. Germs can be spread by your hands when you touch other people or surfaces in the hospital like doors, elevator buttons, bedside tables, or medical equipment. Our patients need all of us to be very careful to protect them.

All Visitors to the Hospital Should:

- Wash your hands with hand sanitizer or soap for 20 seconds when entering and leaving a health care facility and patient room.
- Wash your hands before eating, after using the washroom, and after sneezing, coughing or blowing your nose.
- **Do not** visit when you are sick or have fever, chills, diarrhea, nausea, vomiting, or signs of an infection such as a rash
- **Do not** cough or sneeze into your hands. Cover your mouth and nose with a tissue or cough or sneeze into your upper sleeve. Place used tissues into a waste basket.
- **Do not** use patient washrooms. Please use public washrooms.
- If you require isolation precautions, the nurses teach you about protective gowns, gloves and masks. Nurses also teach family and visitors upon request.

Patients and families have the right to:

- the most appropriate, planned and coordinated care that can be provided.
- be treated with dignity, respect and courtesy.
- receive all information necessary to make informed decisions.
- learn the names of the members of the MSU team involved in their care.
- receive clear answers to questions and full explanations about all aspects of care.
- confidentiality.

Patient Family Members have the responsibility to:

- comfort and support the patient to the extent other responsibilities allow, in the special way that only families can provide.
- join with the MSU team to ensure the best possible treatment.
- provide accurate information and to be available to the MSU team either personally or by telephone.
- voice any concerns regarding your family member’s care to the MSU team or to the SHA Patient Advocate Services.
- recognize that the needs of other patients and their families may sometimes be more urgent than your needs.
- treat staff and other families in a considerate, courteous and cooperative manner.
Change of Shift

Nurses change shift at 7:00 a.m. and 7:00 p.m.

Please try to call before 7:00 or after 7:30, if possible.

Nursing Bedside Report at 7:00 a.m. and 7:00 p.m.

This short visit ensures you know your new nurses and everyone is updated on your status including your family and/or support person.

Nursing report occurs at your bedside and includes:

- asking your permission to involve you in nursing report.

- introducing you to your new nurses and explaining your care plan with your participation.

- your nurse asking you to choose an activity that helps you become independent enough to go home. Some examples are: sit in the chair for a few hours, go for a walk around the unit, eat all your breakfast, have a shower, get dressed by yourself, etc.

If you have a concern...

If you have a concern regarding your personal health information or its use, talk to a member of your health care team, such as your nurse or doctor. You may speak to the appropriate supervisor or manager as well.

If you wish to register a formal complaint regarding a privacy issue, contact the SHA Privacy Office or an SHA Patient Advocate.

If SHA is unable to resolve your complaint or concern to your satisfaction, contact the Office of the Saskatchewan Information and Privacy Commissioner.

Privacy & Access Office
SHA Regina Area
1A32—4211 Albert Street
Regina, SK S4S 3R6
Telephone: 306.766-7186

Patient Advocate Services
SHA Regina Area
Main Floor 2110 Hamilton Street
Regina, SK S4P 2E3
Telephone: (306) 766-3232
Toll Free: 1-866-411-7272
Fax: (306) 766-7792

Saskatchewan Information and Privacy Commissioner Officer
503 – 181 Hamilton Street
Regina, SK S4P 4B4
Toll Free: 1-877-748-2298
Fax: (306) 798-1603
Protecting Your Privacy

The SHA understands that your health information is a very personal and private matter. We are committed to keeping it confidential and secure.

The SHA collects personal health information about you for the primary purpose of providing the health care services you need or request. We ensure that your personal health information is shared, only as necessary, amongst members of your health care team for the purpose of providing care or as permitted or required by law. SHA stores your information securely and disposes of the information properly when the time comes to do so.

If you want to know more about your privacy rights and protections under SHA policies and procedures, and under the Health Information Protection Act (HIPA), refer to the SHA public website www.saskhealthauthority.ca or contact the SHA Privacy Office.

Daily Bedside Rounds Everyday between 2:00 to 3:00 p.m.

A bedside round is when your doctor, nurse and health care team visit you to plan and discuss your care. Your family and/or support person are an important part of the care process and we encourage them to visit as often as possible and participate in daily bedside rounds.

During daily bedside rounds, you can expect a brief 5 minute discussion including:

- Asking your permission to involve you in rounds.
- An update about your diagnosis, tests, treatments, and progress.
- A discussion about any pain or other symptoms you are having.
- A plan for your discharge from hospital including discussing where, when, and how your needs can be met after your hospital stay.
- You and your family and/or support person are encouraged to ask questions during daily bedside rounds.

If more detailed discussions are required to plan your care, additional meeting times may be scheduled with your health care team and your family and/or support person.

If you have any questions about your care throughout the day, feel free to ask any of your health care team members.
Message Board

We use the board to communicate with you and your family and/or support person about your tests, nurse and physician names, food intake and your plan for the day.

This section provides the names of your nurses and physicians and the time of your bedside rounds.

We work with you to choose a daily activity to help prepare you to go home safely.

Television and phone service are provided by an outside agency. There is a charge for these services. Dial 3363 on the phone in your room to have your phone or TV hooked up.

Wireless-enabled Internet service is available in your room. Please ask your nurse for assistance, if needed.

Visitors are asked to limit cell phone use to the patient’s room and to avoid talking on cell phones in the hallways.

If English is not your first language, an interpreter can be made available.

There is a hospital gift shop located by the main entrance. The shop is open daily and has gift items, clothing, jewelry, magazines, greeting cards, candy, toiletries, flowers, and plants.

A pharmacy is located at the front main doors for patient discharge prescriptions. Families and friends are welcome to use the pharmacy.

There is a 24-hour ATM machine available in the hallway outside the cafeteria as well as at Robins.

FOOD IS MEDICINE! Food service worker or nursing staff records how much you eat at each meal. The more you eat the faster your body heals.

Outstanding tests and procedures to be completed before you can go home.

If you, family or support person have questions, please write them down using the black marker.
General Information

Personal Property

- The SHA Regina Area is not responsible for replacing or repairing of any personal property including vision and hearing aids, dentures, or electronic devices.
- Keep glasses, dentures and hearing aids off meal trays and put them in your side table when not in use.
- Do not leave cash and/or valuables at your bedside.
- Personal belongings are left at your own risk.

SHA Regina Area is a fragrance free environment. Do not wear lotions, after shaves, perfumes, hair sprays, or other scented products.

Mealtimes are approximately 8:00 a.m. (breakfast), noon (lunch), and 5:00 p.m. (supper)

- Your diet may be restricted because of your medical condition or planned tests.
- Family and/or support persons should check with the nurse before bringing food from home. A small fridge is available on the unit for patient use. Ensure any food left in the fridge is labelled with the patient name and date.
- The cafeteria is located on level 0 (basement).
- Robin’s Donuts is located by the main entrance of the hospital.

What is Advance Care Planning?

Advance care planning is sometimes called a living will or advance health directive.

Advance Care Planning is the legal set of directions you develop for your medical care if you are too ill or injured to communicate or make decisions. The instructions and information in the plan would only be used to give direction for your treatment if you are not capable of speaking for yourself. It is your voice for when you are not capable of speaking for yourself.

An Advance Care Plan can be verbal or written. In Saskatchewan, an Advance Care Plan is legal and protected under the Health Care Directives and Substitute Health Care Decision Makers Act, 1997.

All Saskatchewan residents who are 16 and older can complete an Advance Care Plan, and can change or revoke the plan at any time if mentally capable of doing so.

On admission, the MSU team helps you complete the form My Voice for Life Sustaining Treatment (MVLST).
Patient Information Passcode

To better protect the privacy of our patient’s personal health information and to ensure that the SHA staff members are disclosing information over the telephone only to the patient’s chosen family or friends, a four digit passcode is provided.

This passcode serves as authorization for SHA to disclose the patient’s personal health information for purposes such as communicating results, findings, and care decisions to family members and friends of the patient.

The SHA is not responsible for the distribution of this passcode and assumes that the patient (or patient's substitute decision maker) takes reasonable measures to protect the passcode given. It is your responsibility to provide this passcode to the family members and friends who you have authorized to share your personal health information.

The family member or friend calling the unit and seeking information must provide this passcode and the patient's date of birth to the hospital employee that they are speaking with, in order to receive any information other than general condition.

The SHA reserves the right to request limitations on the distribution of this passcode to only 2 individuals.

The patient or substitute decision maker has the right to revoke the sharing of personal health information with family or friends. In the event that this occurs, the patient or substitute decision maker notifies the patient’s care team and the SHA form #303 Consent to Restrict Visitors and/or Disclosure of Personal Health Information to Next of Kin and Close Personal Relationships is completed.