



A guide to your stay in hospital

This guide has been written by health professionals and by women like you, who have been admitted to the hospital during their pregnancy. We hope this information is helpful and makes your stay with us easier and more comfortable.

Welcome

Welcome to the McMaster University Medical Centre, one of Hamilton Health Sciences' "family" of teaching hospitals. You may hear the hospital called "McMaster", "MUM-C" or "MAC".

McMaster is one of 5 hospitals in Ontario that provide special care for mothers and babies, including those with complex health problems. We have a highly skilled team of health professionals and the medical equipment and technology needed to provide intensive care to mothers and babies.

You have come to McMaster because of concerns about your pregnancy. There may be concerns about your health and/or your baby's health. We know that this can be very stressful for you and your family. We will give you the information and support you need to understand what is happening, make health care decisions and take part in your care.

We will try to make your stay as comfortable as possible.

Please come to the
Antenatal Discussion Group

**Every Wednesday
11 am to 12 noon
Room 4C26**

All pregnant women admitted to the hospital are invited to join the Clinical Nurse Specialist and Social Worker to discuss their questions and comments.

Your care

During your stay, you may receive care in Labour and Delivery, Ward 4B or Ward 4C. Hospital staff support Patient and Family Centred Care. This means that the needs of the mother, her baby and her family are the focus of care.

**We believe that women and their families are
“partners” with their health care providers.**

We encourage you to take an active part in your care.

We use a team approach to patient care. You and your family are important members of the health care team. We welcome your questions at any time.

Your health care team includes:

- health care providers such as doctors, nurses, social workers and dietitians
- support staff such as business clerks (receptionists) and environmental aids (housekeepers)

Each person on the team has special knowledge and skills. Your needs will determine which health care providers will be on your team. Everyone works together to provide your care.

Your health care team

Dr. _____ leads your health care team and is responsible for your overall care.

This chart shows how other members of the health care team may contribute to your care. As you meet health care providers, they will introduce themselves and explain their role in your care.

Maternal-Fetal Medicine (MFM) Specialist	<ul style="list-style-type: none">• An obstetrician who specializes in the care of women and their unborn babies during high-risk pregnancies.
Obstetrician	<ul style="list-style-type: none">• This doctor specializes in the care of women and unborn babies during pregnancy.• A MFM Specialist or Obstetrician will be responsible for your overall care.
Neonatologist	<ul style="list-style-type: none">• A pediatrician with special training in preterm babies and newborn intensive care.
Resident	<ul style="list-style-type: none">• A doctor who is receiving additional training to become an obstetrician or pediatrician.
Advance Practice Nurses	<ul style="list-style-type: none">• Also called Acute Care Nurse Practitioners or Clinical Nurse Specialists.• Registered Nurses with additional education and experience in obstetrics or neonatology.
Registered Nurses	<ul style="list-style-type: none">• Registered Nurses work in all areas of the hospital. Nurses provide care and education to patients and families. You will have a nurse assigned to your care at all times.
Social Workers	<ul style="list-style-type: none">• Social Workers provide emotional support and counseling, and help you learn ways to cope with stress. They also give practical information about where to stay, transportation, how to get financial help etc.

Pharmacist	<ul style="list-style-type: none">• A Pharmacist with knowledge of the medications used for pregnant women and babies.
Chaplain	<ul style="list-style-type: none">• The hospital Chaplain can provide spiritual and religious care to people of all faiths.
Students	<ul style="list-style-type: none">• McMaster is a teaching hospital, linked with McMaster University. We provide training for doctors, nurses and other health professionals. Teaching hospitals are known for their high standards of care. With your permission, student health professionals may be involved in your care. Each student is closely supervised by a fully trained health professional.

**All staff members wear an identification badge with their picture, name and title.
If you don't see a badge, ask to see it.**

Information and support

You may have many questions about your condition and care. We will help you learn by answering your questions and talking with you. You may also wish to learn by watching videotapes or reading information.

If your health permits, you can visit the Family Resource Centre on the 3rd floor. The Family Resource Centre has pamphlets, books, videos and a computer to access health information on the internet. It is usually open on weekdays from 9 am to 5 pm.

The Social Worker and Clinical Nurse Specialist meet regularly with pregnant women who are staying in the hospital. The meetings are held each Wednesday from 11 am to 12 noon. You can ask questions and meet other moms who are also in hospital.

You may also speak privately with the Social Worker about your concerns and any stress related to your pregnancy, hospital stay, family concerns or life situation. The Clinical Nurse Specialist can also meet with you to answer questions or discuss your plan of care.

If you wish, the hospital Chaplain can offer spiritual support.

Your activity level

When you arrive at the hospital, you may need to limit your activity. Some women must stay on bed rest. It may be possible to gradually increase your activity. However, your doctor may advise you to limit your activity for the rest of your pregnancy.

You may need to stay on the ward, even when you are allowed out of bed.

Ask your doctor about your activity level.

Suggestions if you are allowed to get out of bed:

- Take a shower each day. There are showers on each ward.
- Eat in your chair or on Ward 4C you may eat in the kitchen.
- Stroll around the ward for a change of scenery.
- On weekends and evenings, enjoy some privacy with your family and friends in the ward lounges or the quiet room (across from room 10 on Ward 4C).
- If you are allowed off the ward, you may go outside with your family, visit the gift shop or other public areas of the hospital. If you leave the ward, you must sign out, indicating where you are going and for how long.
- **Smoking is not recommended when you are pregnant.** If you plan to go outside to smoke, you must use designated smoking areas only. You do this at your own risk.

Making yourself comfortable

Bringing these things from home can be comforting:

- your own slippers or flip-flops
- a comforter, pillow and pillowcase from home
- a coffee mug, drinking glass and your favorite photos
- a flower or plant
- a radio, MP3 player, CD/DVD player with ear phones
- a laptop (connect to the phone outlet and dial up your server)

Other suggestions:

- Use the bulletin board in your room for photos, cards or children's art.
- Buy a foam "egg crate" mattress for your bed. You will slip less in bed and sweat less as you are not lying on plastic.

Please note: The hospital policy is for the engineering staff to check electric appliances, such as a hair dryer, before you use them in your room.

Please put your name on all personal items. When not in use, please put them out of sight or lock them up. Keeping valuables or money in your room is not recommended. The hospital is not responsible for missing items.

Caring for yourself

It is important to continue your personal care routines and find ways to prevent boredom. Always keep in mind the level of activity your doctor has recommended. If you are on bedrest, choose activities that can be done in your bed.

Here are suggestions that other women found helpful:

- Get dressed every day. Wear casual, comfortable clothes.
 - Keep up your normal grooming routine. Include flossing your teeth, as this is good for you and your baby.
 - Keep your tension to a minimum. Try listening to music, reading or writing in a journal.
 - Keep a calendar and organize your day as you would at home.
 - Have your curtains open, to brighten your room.
 - Start a journal for your baby.
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- Bring projects and crafts from home to work on. Organize recipes or your family album. Write greeting and holiday cards. Learn to cross-stitch, knit or make a scrapbook. Do games or puzzles.
- Ask for the larger TV and VCR to watch your own movies.

Eating well

If you require a special diet or have food allergies, please tell us as soon as possible.

The first few days in the hospital you will receive the standard menu. You can choose between the two main courses offered at each meal.

Once a week a hospital staff member will come to your room and give you a menu to complete for the following week. If you don't find those items appealing, write in the items that you would like to receive from the special menu.



A representative from Nutrition Services visits moms who will be staying in the hospital for more than a few days. He or she can help you find foods that appeal to you.

We encourage all moms to order as much food as they need. Please do not hesitate to ask for 2 of something or extra foods to keep as snacks. For moms who are mobile, we offer late night or between meal foods, which are available in the refrigerator in the kitchenette on the ward.

Your family and friends can bring in special foods and condiments to make your meals tastier. When putting food in the kitchenette refrigerator, put it in a brown paper bag or a container with your name and date on it. Due to room size and patient safety, bar-sized refrigerators and other large appliances or large containers are not permitted in patient rooms.

Hospital services

- Laundry**
- There is a washer and dryer on Ward 4C. Speak to your nurse if you have things to be laundered.
 - Please bring your own laundry soap and fabric softener.
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- Telephones**
- Phone cards are available on the 2nd floor, beside the phones at the McMaster Gift Shoppe. Long distance requires a phone card or a Bell long distance code.
 - Pay phones are located by the elevators, near the main entrance and on Ward 4C.
 - The area code is 905 for local calls in the Hamilton area.
 - Cell phones cannot be used on the ward. They may be used in the hallways off of the ward.
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- Television**
- To rent a television during your stay, call or visit the McMaster Gift Shoppe at ext. 75346.
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- Bank**
- A bank machine is on the 2nd floor near the main entrance.
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How visitors can help you

It is wonderful for family and friends to come and visit. You may find it best to spread out visits within a day or week. Use a calendar to arrange the day and time of visits.

Most visitors want to be helpful, but sometimes, they don't know how to help. Giving them some ideas can make them feel good about their visit and help you during your stay.

Your family and friends can:

- tape TV shows and movies for you to watch
- bring you personal items such as books, shampoo or CDs, or drinks and food you enjoy
- sit and play cards, board games or other relaxing activities
- bring in food and share a meal

If your partner, children and family travel a long way, they may become tired with driving and coping at home. Talk about what is realistic for everyone.

Information for your visitors

Visiting hours are from 11 am to 8 pm.

- **For security purposes, access to the obstetrical units is controlled.** Visitors will need to identify themselves to staff before they are allowed in.
- We request that you have only 2 visitors at a time.
- If you have a private room, your partner may stay later or stay overnight. Please check with the nurses to see if this is possible.
- People with a cold, cough, flu or other illness should wait until they feel better before coming to the hospital.
- Public washrooms are beside the red elevators. A family washroom and shower are on Ward 4C.

Calling the hospital

- The telephone number for the hospital is 905-521-2100.
- The extension for your room is _____.
- To ensure patient confidentiality, hospital staff cannot give out any personal information over the telephone.

Driving directions

From Toronto:

- Take QEW to Highway 403 (west) to Hamilton.
- Exit the 403 at Main Street West.
- Turn left at Main Street West (first stoplight). Continue for several blocks.
- Turn right at the entrance to McMaster University Medical Centre (large grey building).
- Follow the signs to the underground parking lot.

Directions from Brantford:

- Take Highway 403 (east) to Hamilton.
- Exit the 403 at Aberdeen Avenue.
- Turn left at Longwood Road (first stoplight)
- Turn left at Main Street West. Continue for several blocks.
- Turn right at the entrance to McMaster University Medical Centre (large grey building).
- Follow the signs to the underground parking lot.

Parking

The hospital parking lots are managed by Standard Parking of Canada Ltd. There is an hourly rate for parking with a daily maximum.

The Parking Office offers reduced rates for frequent visitors. Options include:

- Voucher cards (10 exits)
 - Half-month pass
 - Monthly pass
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A refundable deposit is required for vouchers cards and monthly passes.

Please call the Parking Office at 905-521-2100 ext. 76156 for information about parking charges. The Parking Office is open 24 hours a day. It is located in the underground parking lot, beside the Main Street exit.

Driving directions, maps and parking information are available at:
www.hhsparking.com/pv_rates.asp

Hospital phone numbers	
Hospital information	<ul style="list-style-type: none"> • ext. 75266
Ward 4B front desk	<ul style="list-style-type: none"> • ext. 76347
Ward 4C front desk	<ul style="list-style-type: none"> • ext. 76109
Dry cleaning services	<ul style="list-style-type: none"> • available in the McMaster Gift Shoppe, • 2nd floor, main entrance, ext. 75346
Corner Café	<ul style="list-style-type: none"> • open 24 hours a day, 7 days a week • 2nd floor, main entrance, ext. 75344
Marketplace on Main	<ul style="list-style-type: none"> • cafeteria, ext. 73904 • open Monday to Friday, 7 am to 6 pm • closes at 2:30 pm in the summer
McMaster Gift Shoppe	<ul style="list-style-type: none"> • 2nd floor, main entrance, ext. 75346
McMaster Hair Design and Esthetics	<ul style="list-style-type: none"> • 1st floor, red area, ext. 75345
Optix	<ul style="list-style-type: none"> • eyewear and optometrist services • 2nd floor, main entrance, ext. 75048

Hospital information	<ul style="list-style-type: none">• ext. 75266
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Take out Food	
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Swiss Chalet	<ul style="list-style-type: none">• 1-800-439-0439 (will deliver to your room)
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KFC	<ul style="list-style-type: none">• 905-528-8583 (will deliver to your room)
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Chan's Restaurant	<ul style="list-style-type: none">• 905-628-5353 (will deliver to your room)
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Pizza Pizza	<ul style="list-style-type: none">• 905-527-1111 (delivery to main entrance)
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There are many restaurants nearby – on Main Street or in Westdale.

Hotels	
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Unity Retreat	<ul style="list-style-type: none">• 905-389-1364
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Visitors Inn	<ul style="list-style-type: none">• 905-529-6969
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Admiral Inn	<ul style="list-style-type: none">• 905-529-3211
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Notes:
