



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Ross Memorial Hospital's report to the community It's Your Hospital



Your Circle of Care

At Ross Memorial Hospital, orthopedic surgery helps people whose lives are on hold — due to broken bones, wearing joints, limited mobility, and critical injuries. In times such as these, we need many people in the OR to help: surgeons, anaesthetists, nurses — and you. You are an important part of the circle of care.

Our Hospital needs to purchase more orthopedic surgical tools, cardiac monitors to monitor patients' vital signs in the recovery room, and a transport cardiac monitor, which is used to move critical patients. The cost of this equipment is \$185,500.

By making a donation to the Holiday Appeal, you can help give patients Health & Happiness in the New Year. *It's more than a wish or a greeting — it's our goal.*

What is a Patient & Family Experience Partner?

Patient and Family Experience Partners (PEPs) are volunteers who act as advisors to the Hospital Team and provide input to help decision-making when changes are underway.

Patients and their loved ones have a unique perspective of the care and service they receive during their hospital stay. These insights are helping the Ross Memorial to improve the way it delivers care, every day. The Hospital currently has Patient and Family Experience Partners on several committees, including the Medical Assistance in Dying Steering Committee, and the Better Together Patient and Family Engagement Committee.

Currently, the Hospital is looking to recruit PEPs to participate in the development of the Ross Memorial's Quality Improvement Plan and the parking policy.

Those interested may apply by completing the application form posted on the RMH website, www.rmh.org/volunteers. Submit the completed application form to the RMH Auxiliary's Director of Volunteer Services via the Information Desk in the Hospital's main lobby, or email it to patientexperience@rmh.org.

Accessing Care at Christmas

The onset of flu season and the increase in social gatherings over the holidays means healthcare providers can expect a surge in the number of people seeking care at Christmas time. With physicians' offices closed for the holidays, many of these people seek help from the RMH Emergency Department. It's important to remember, however, that there are other health services available in the community that might be more appropriate, depending on a patient's needs.

Community healthcare providers are working together and have increased their hours of service over the holidays in order to improve access to care without overwhelming the Emergency Department and causing long wait times.

The **CKL Family Health Organization's After Hours Clinic in Lindsay** (55 Angeline Street N.) will be **OPEN** on the following dates and times:

Dec. 25 CLOSED	Dec. 31 9am-noon
Dec. 26-27 9am-noon	Jan. 1 CLOSED
Dec. 28-30 6pm-9pm	Jan. 2 9am-noon

Regular hours resume **Jan. 3:** Mon-Fri 6pm-9pm
Sat/Sun/9am-noon

The **CKL Family Health Organization's After Hours Clinic in Bobcaygeon** (85 Bolton St.) will be **OPEN Dec. 21** 5pm-7pm, **Dec. 28** 5pm-7pm and **Jan. 4** 5pm-7pm.

Regular hours of operation are Wednesday evenings 5pm-7pm.

The **Kawartha North Family Health Team's After Hours Clinic in Bobcaygeon** (100 East St.) will be **OPEN** on **Dec. 27**, and **29** from 5pm-7pm. Regular hours of operation are Tuesday & Thursday evenings 5pm-7pm.

The **Kawartha North Family Health Team's office in Fenelon Falls** (50 Colborne St.) will be **OPEN** to patients **Dec. 28** and **29** only. Regular hours will resume on Tuesday, **Jan. 3rd**.

The **Community Care CKL Community Health Centre in Lindsay** (108 Angeline St. S.) will be **OPEN** to see registered patients of the CHC on:

Dec. 28 8:30am-4:30pm	Jan. 2 CLOSED
Dec. 29 8:30am-4:30pm	Jan. 3 8:30am-4:30pm
Dec. 30 8:30am-4:30pm	Jan. 4 8:30am-4:30pm

People may also speak to a **Registered Nurse** (toll-free) by calling **Telehealth at 1-866-797-0000 (TTY: 1-866-797-0007)**

You may also consider calling your family's pharmacist for advice.

Please keep this information handy over the holidays

Understanding Influenza (The Flu)

Influenza is an acute respiratory illness caused by a virus. Influenza symptoms include fever, cough, weakness, body aches and headache. Influenza can lead to pneumonia.

Most people with the flu are strongly encouraged to avoid the Emergency Department to prevent spreading the flu to others, but it can be difficult to know when and where to seek medical help.

To help people know when to stay home and when to seek help, the Ministry of Health and Long-Term Care developed an online self-screening tool at ontario.ca/flu. The website also offers tips for managing flu symptoms at home, which include drinking lots of fluids and taking basic pain or fever symptom relievers.

When to seek medical help

If you do not start to feel better after a few days or if your symptoms get worse, you should:

- Call your health care provider
- Call Telehealth at **1-866-797-0000** (toll free)
TTY: 1-866-797-0007
- Visit one of the local After Hours Clinics

When to come to the hospital

Adults should come to the Emergency Department if they have flu symptoms and have difficulty breathing, can't tolerate fluids or are concerned.

Children should be brought to the Emergency Department if their symptoms improve and then suddenly become worse. In addition, seek care if you notice any of the following signs:

- fast or difficult breathing
- bluish or dark-coloured lips or skin
- drowsiness to the point where he or she cannot be easily wakened
- severe crankiness or not wanting to be held
- dehydration — not drinking enough fluids and not passing urine regularly.

Patients are also advised to bring all medication you are taking when you come to the ER.

Protect yourself and others against Influenza

If you haven't been vaccinated, please consider getting the flu shot to protect yourself and your loved ones. Contact your healthcare provider or participating pharmacist. To help protect patients and the RMH team against the flu, RMH strongly encourages all staff, physicians, volunteers and students who are not vaccinated against the flu to **wear a surgical mask while in patient care areas during flu season.**

