

Queensway Carleton Hospital

PATIENT INFORMATION HANDBOOK

Available in alternate formats on request.

October 2026

CHAMPION OF CARE

PRESENTING SPONSOR

CHARTwell

At Queensway Carleton Hospital, life-changing moments happen every day for our patients and their families.

If you would like to give thanks to a QCH team member for the special care you or a loved one received, please consider honouring them as a Champion of Care.

qchfoundation.ca/champion











Queensway Carleton Hospital Foundation

Contents

Who We Are **5**
Declaration of Patient Values **6**
Hospital Information Quick Guide **7**
Allergy Alert – Scent Free Environment 7
ATM Machine 7
Cafeteria 7
Finance Cashier 7
Fire Alarms and Exits 7
Important Phone Numbers and Call Centre 8
Lost & Found and Personal Belongings 8
MyChart 8
Personal Belongings 8
Smoke-Free Environment 8
Washrooms 9
Personal Medications 9
What should I bring to the hospital? 9
Clinical Information **10**
Clean Hands Prevent Infections 10
Patient and Staff Safety 10
Pressure Injuries 11
Delirium 11
Avoiding Falls 11
Goals Of Care Designation 12
Patient Identification 12
Consent For Treatment 13
Nursing Bedside Shift Report 13
Intentional Rounding – Hourly Check-In 13
Concerns? 14
Discharge Information 14
Hospital Services & Resources **15**

E-Mail and Mail....15
Feedback....15
Patient and Family Advisory Council (PFAC)....15
Food Services. 16
Tim Hortons 16
Vending Machines.... 16
Patient Meal Ordering....17
The QCH Gift Shop 18
TV Rental Service 18
Telephone Service 18
Transportation 18
Taxi Service.... 18
Parking and Parking Rates 19
Pet Visitation 20
Protection Services (Security)....20
Spiritual Care.... 20
Visiting Patients....21
Who is a Care Partner? 21
Who is a Visitor? 22
Intensive Care Unit (ICU) 22
Mental Health Inpatient Unit 22
Childbirth Program 23
Park Place 24
Protecting Privacy - Your Personal Health Information 25
Charges and Payment Information....26
MyChart Payments....26
For Ontario Resident with Valid OHIP Card 26
Patients with Health Cards from Other Provinces or from a Federal Health Insurance Program.... 26
Patient Accommodation.... 27
Frequently Asked Questions.... 27
Queensway Carleton Hospital Foundation.... 28

Queensway Carleton Hospital

Who We Are

The Queensway Carleton Hospital provides care to 50 per cent of the population of the City of Ottawa. We are a recognized regional leader delivering new approaches to patient care. Responsive and agile, we collaborate with our partners to respond to the region's most pressing health care challenges through advanced programs and services that put the person at the center of patient care.

Our Values

- Collaboration - we work together to achieve common goals
- Accountability - we take our responsibilities seriously
- Innovation - we continuously learn, adapt, and improve
- Respect - we treat everyone with kindness and appreciation

Our Cornerstone Programs

- Emergency Services
- Medical Services
- Surgical Services
- Critical Care Services
- Geriatric Services
- Acute Rehabilitation Services
- Childbirth Services
- Mental Health Services

Declaration of Patient Values

I have the right to:

- Receive all facts about my diagnosis and prognosis in a language I understand, so I can make informed decisions on all aspects of my care.
- Ask questions freely.
- Make decisions in collaboration with my family/Care Partner and health care providers.
- Be listened to, have my views heard and actively participate in my care.
- Refuse treatment and/or get a second opinion (except as directed by Public Health).
- Be treated with dignity, respect and receive equitable, compassionate treatment.
- Be treated in a safe environment.
- Have my privacy and confidentiality protected and know my information will not be shared without my permission or discussed in public places.

I am responsible for:

- Providing my health-care team with accurate information about past and present illnesses, my current health and medications, as well as any changes in my condition.
- Being respectful and courteous and refraining from verbally or physically abusing others.
- Respecting the rights, property, privacy and diversity of all.
- Complying with the rules and practices of the hospital.
- Paying all costs not covered by insurance.
- My personal belongings.
- Protecting my personal health information when using the patient portal or in virtual care appointments.

Hospital Information Quick Guide

Allergy Alert – Scent Free Environment

All patients and visitors are asked to refrain from wearing perfumes, colognes and personal care products that are highly scented. Flower arrangements must also have a low scent. Flowers are not permitted in the ICU.

ATM Machine

There are two ATM machines - one located at the Main Entrance and a second located next to Tim Hortons by the Emergency Department.

Cafeteria

Located on Level 1, the cafeteria provides breakfast and lunch service, Monday to Friday, from 7 a.m.–1:30 p.m. Outside of cafeteria hours, vending machines are available in the cafeteria and in the Emergency Department (Level 2). The Tim Hortons by the Emergency Department is open Monday to Friday from 7 p.m.–10 p.m., and weekends from 7:30 a.m.–10 p.m. The Tim Hortons in the Cancer Centre is open Monday to Friday from 8 a.m.–2 p.m., and closed during the weekends.

Finance Cashier

If you plan to make hospital payments in person using debit, cash, cheque or credit card, please visit the cashier desk between 9:30 a.m.–3 p.m., Monday to Friday (except statutory holidays). The Cashier is located past the main lobby Information Desk and to the left.

Fire Alarms and Exits

Fire exits are clearly marked on each floor. Upon hearing a fire alarm, please return to your room with any family or visitors. Staff on your unit will provide you with directions if any action is necessary. Please stay there until “ALL CLEAR” is announced.

Important Phone Numbers

- Queensway Carleton Hospital: 613-721-2000
- Queensway Carleton Hospital Foundation: 613-721-4731

Information Desk and Call Centre

Located at the Main Entrance, volunteers at the Information Desk can help with directions, Monday to Friday from 8 a.m.–4 p.m. During off-hours, Call Centre Agents (located past the Information Desk, to the left) are available.

Lost and Found Items

Lost one of your belongings? Inform a member of your care team or call extension 1701. After one-year unclaimed valuables (eg. jewelry, wallets, phones) items will be disposed of. General items (eg. Clothing, bags, shoes) are disposed of after 60 days.

MyChart

MyChart is a secure, online patient portal that makes it easy for you to access your health information from anywhere at any time. You'll be able to see appointments, medical records and test results from 18 hospitals, all in one place.

Already have a MyChart account? No action is needed. Use your current username and password from your existing MyChart account with any participating regional hospital

New to MyChart? For more information, visit www.qch.on.ca/MyChart.

Personal Belongings

Please only bring minimum personal belongings and label them with the patient's name. Leave all valuables at home. If you have surgery pre-booked, refer to those documents for a list of items to bring. We recommend you only bring wipes if they are necessary. Please note, they are not flushable and belong in a garbage bin. Hospital gowns are recommended if patients have drains or tubes.

Smoke-Free Environment

Smoking is not permitted anywhere on hospital property, including personal vehicles parked on the property. QCH offers a smoking cessation program to help avoid nicotine withdrawal. Ask your health-care team for more information.

Washrooms

Fully accessible public washrooms are located throughout the hospital and clearly identified by signage. Please note, washrooms located in patient rooms are not for public use

Personal Medications

During your hospital stay, only medications prescribed by your QCH physician and provided to you by your QCH nurse may be taken.

We may be required to temporarily hold, stop or change your home medications. Failure to comply with these directives may result in your harm (i.e. an overdose or worsening of your condition).

Your QCH care team will discuss any changes or questions with you. If you have concerns, please talk to your nurse or physician or ask to speak to a hospital pharmacist.

What should I bring to the hospital if I'm being admitted?

- Your health card.
- A current list of all medications in a printout from your pharmacy.
- A list of allergies, including the type of reaction.
- Eyeglasses, hearing aids, etc. – in a case preferably.
- A small supply of incontinence products you would normally use.
- Electronic devices with charging cords as needed.
- Walking shoes that tie on and wrap around your heel.
- If needed, please bring your walker or cane or electric wheelchair.
- Information/record regarding pacemaker, implants, etc.
- Your CPAP/BiPAP machine if you use one at home.
- A personal bag with one set of comfortable clothing.
- Your own reusable water bottle.
- Toothbrush, toothpaste, unscented soap, deodorant, shaving cream, electric razor, brush or comb and Kleenex™, and any other products you use regularly.
- Do not bring any valuables to the hospital.
- QCH permits battery-operated appliances. Plug in devices are not permitted, nor are portable televisions, and heating devices of any type (i.e. electrical heating pads, coffee pot, curling irons, etc.).

Clinical Information

Clean Hands Prevent Infections

It is important that you, your care partner, health care providers, and your visitors have clean hands. There are two ways to clean hands:

- Wash thoroughly with soap and water.
- Rub thoroughly with alcohol-based hand sanitizer for 15 seconds.

Your care providers must clean their hands. As a patient, you have the right to ask your health care providers to wash their hands.



Patient and Staff Safety

Safety is everyone's responsibility. We do not permit aggressive behavior of any kind. By law, we must inform staff when there is a risk of violence. By keeping everyone safe and informed, we can better meet the needs of our patients and families. Please be respectful to those providing you care.

Pressure Injuries

Pressure injuries, commonly known as a bed sore or pressure ulcer, is skin damage that can occur from lying down for too long or if something is pressing, sliding, or dragging against skin, making it vulnerable to injury.

It's important to take preventative and protective measures to reduce risk:

- Look at your skin: if it's red after lying on it, avoid rubbing or putting pressure on the area until the redness is gone.
- Move your body when you start feeling uncomfortable; lift, don't drag.
- Nutrition: eat enough nutritious food or drink enough fluids to keep your skin healthy; if you aren't, please tell your care provider.
- Keep your skin hydrated by drinking water or applying moisturizer.

Delirium

Delirium is a sudden, confused state of mind, often caused by certain medications, a change in environment, surgery, dehydration or constipation. People experiencing delirium might see and hear things that are not there or have trouble paying attention. Your health care team will follow appropriate strategies to prevent and manage delirium. You can help by bringing glasses, hearing aids, dentures, and/or supportive shoes if applicable, for your hospital stay.

For more information, please scan the multilanguage QR code from the Regional Geriatric Program of Toronto or visit https://rgptoronto.ca/resource/6-ways-to-prevent-delirium-poster-multi-language/

Avoiding Falls

Falls are the leading cause of injury among older adults. Below are several safety tips to reduce or eliminate the possibility of a fall or related injury:

- Make sure the call bell is in reach; use it if you feel weak or need help.
- Use your walking aid or ask the team for support if you need it.
- Always wear non-skid socks or shoes.
- Never lean on items with wheels.
- Let staff know when spills happen.
- Remove clutter that may cause trips.

Goals of Care:

When determining what your Goals of Care are, consider whether they're for prevention, cure, prolonging life, or end of life care.

You may find it helpful to talk to others about your care wishes, including:

- A healthcare team member, such as a doctor, nurse, or social worker.
- Chaplain or someone in your faith group.
- Your spouse or partner, or other family members or friends.

Understanding your medical condition is important. You may want to ask:

- Is it possible to cure my illness or disease?
- What are the ways of improving the quality of my life at this point?
- Are other medical problems or side effects likely to arise?
- What can I expect to happen in the next weeks/months?
- What other medical interventions can be provided if I choose not to accept cardiopulmonary resuscitation (CPR)?

Once admitted to hospital, we ask you to consider the following to help us understand what is important to you:

- What represents a good quality of life for me?
- Will I still be able to experience things that make my life meaningful?
- Do I want everything done to prolong my life even if I do not have a good quality of life?
- Do I have cultural or religious values that influence my care decisions?

For more information, visit www.advancecareplanning.ca

Patient Identification

Our staff, physicians and volunteers will be asking you to identify yourself by stating your name and your date of birth or address (or they'll check your arm band) at the following points of care, prior to:

- Beginning any assessment, procedure, or treatment.
- Administration/dispensing of medication.
- Any therapy or diagnostic procedures at the point of transfer of care.
- Sharing of health information with other health-care professionals.

Your safety is important to us. Checking your identity every time is simply safe practice!

Consent For Treatment

You will be asked to sign a consent form for certain tests, procedures, and treatments. Information on benefits, risks and options must be provided by the health-care practitioners who are providing you care; this is called Informed Consent.

You have the right to refuse treatment, and it is important that you understand the implications of your decision. If you are unable to consent to treatment for any reason, you must appoint a Substitute Decision Maker (SDM). The name of your SDM must be provided at registration. Information regarding SDM and Power of Attorney kits are available through Social Work. Dial: 613-721-2000 ext. 3750.

Nursing Bedside Shift Report

Patients are invited to take part in Nurse Bedside Shift Report during shift change as one way to partner in care: 7:15–7:45 a.m. and 7:15–7:45 p.m.

During nursing bedside shift report:

- Nurses changing shifts will introduce themselves.
- Talk with you about your health, the reason you're in hospital and your care plan.
- Check all medications, IVs, incisions, or injuries and discuss upcoming tests and labs.
- Encourage you to ask questions and share concerns.

You are an important part of the health-care team. We want you to have complete and timely information about your care. If a nurse uses any words or shares information that you do not understand, please ask for clarification.

You can invite a family member or friend to stay during Nurse Bedside Shift Report. We'll only talk about your health with others when you say it's okay.

If you are in a shared room, your family members may be asked to leave when the nurses are conducting a report with your roommate.

Intentional Rounding – Hourly Check-In

An important part of providing you with exemplary care is ensuring that your needs are anticipated and supported. You will be visited by a care provider:

- Every hour: 6 a.m. to 10 p.m.
- Every two hours: 10 p.m. to 6 a.m.

Concerns?

If you have a concern regarding your care or your loved one's care, please contact the clinical manager on the unit or ask a member of your care team for the clinical manager's extension. An after-hours manager is available during the week (Monday to Friday) between 3:30 p.m. and 7:30 a.m., and on weekends and holidays 24 hours a day.

Discharge Information

Discharge for most inpatients is scheduled for 10 a.m. Your nurse or physician will let you know your discharge time and date so arrangements can be made with a family member or friend to assist with your departure.

Be sure you have all your belongings, after-care instructions, prescriptions, and appointment information. If you have any questions about your discharge, please ask your health-care team before leaving.

Hospital Services & Resources

E-Mail and Mail

Family members and friends can send their well-wishes to hospital patients online through our Patient Email form on our website at www.qch.on.ca/sendgreetings. Messages are delivered during regular business hours, Monday to Friday. Holiday or weekend messages will be delivered the following business day.

Incoming mail through Canada Post will be delivered to the patient's room. Please inform friends and family to address your mail as follows:

Your name (and unit/room number)
c/o Queensway Carleton Hospital
3045 Baseline Road
Ottawa, ON K2H 8P4

Feedback

There are many ways you can share feedback regarding your experience. If you are currently receiving care, you may wish to have a conversation with your care provider, the care facilitator or clinical manager on your unit.

If you have further questions, comments, or concerns, you can contact the Patient Relations Ombudsman at 613-721-2000 ext. 5655. You may also submit your feedback electronically through our website at www.qch.on.ca

Patient and Family Advisory Council (PFAC)

At Queensway Carleton Hospital (QCH), we're committed to delivering exceptional care to every patient and family we serve. We know that the best care happens when patients, families, and care teams work together as partners. To support this partnership, QCH created the Patient and Family Advisory Council (PFAC). PFAC brings the voices of patients and families directly to hospital leaders, helping shape how services are planned, delivered, and improved. With the support of the Board and leadership team, PFAC ensures that lived experience guides the way we care for our community.

Food Services

Food Services is committed to providing you with healthy and delicious meals. You will meet with a clinical dietician to personalize your menu. Meals are delivered at approximately 8 a.m., 12 p.m. and 5 p.m., every day. Nourishments are available between meals for those with special diets.

Patient meals can be order through the “CBORD Patient” app. Simply download the app to view daily menus, select preferences, and order meals.

When creating your account and placing an order through the app, please use the following **Facility ID: QCHK2H8P4**

If you cannot access the patient meal ordering app, please let your nurse know and they will contact Food Services. For more information and app instructions, visit www.qch.on.ca/PatientMeals

Meals for Care Partners can be purchased at a nominal fee through Food Services. Please call 613-721-2000 ext. 1100 between 5 a.m. and 7:30 p.m. for more information.

Please note: QCH provides kosher and Halal meals upon request. Families who find themselves in hospital over the Jewish Sabbath, or in emergencies where they find themselves unprepared, are invited to speak with the dietitian about access to The Kosher Pantry.

Tim Hortons

Tim Hortons is located on the main floor adjacent to the Emergency Department. Hours of operation:

- Monday to Friday: 7:00 a.m. to 10 p.m.
- Weekends: 7:30 a.m. to 10 p.m.

The Tim Hortons in the Cancer Centre is open Monday to Friday from 8 a.m.–2 p.m., and closed during the weekends.

Vending Machines

Food and beverage machines are available 24/7 in the Emergency waiting area, the Childbirth Centre waiting area, and in the cafeteria.

Patient Meal Ordering

Available on personal
mobile devices, anywhere.

Step 1: Download the Patient Meal App by scanning the QR Code or visit patient.cbord.com/login

Apple Store

Google Play

Step 2: Click “Create Account”

Step 3: Select appropriate box and check age attestation. Click “Next”

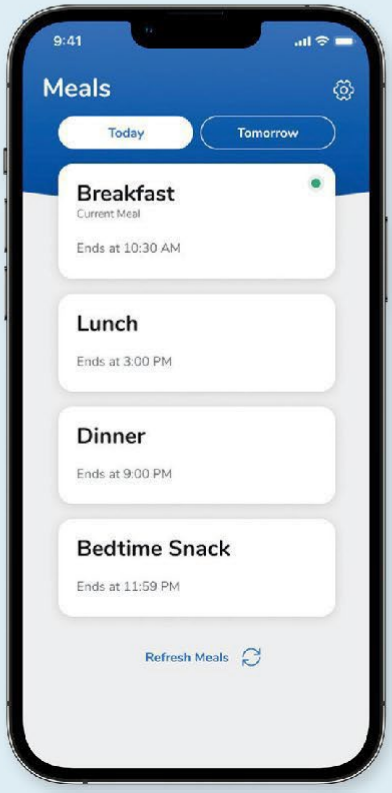
Step 4: Enter facility ID: **QCHK2H8P4**

Step 5: Enter your Date of Birth and Medical Record Number.

Step 6: Enter your email to create an account. If you skip this step, you’ll have to re-enter your information for each order.

Step 7: Select the day and meal for which you would like to enter menu selections. Add items to order and submit.





To learn more, please visit
www.qch.on.ca/PatientMeals

The QCH Gift Shop

You are invited to visit The Gift Box located near the Main Entrance. The Gift Box is operated by Volunteer Resources and carries a wide variety of items including gifts for every occasion: newspapers, magazines, fresh flowers, cards, personal care items, confectionary, newborn products, and stamps. Pre- and post-surgical supplies can be purchased at The Gift Box. Proceeds raised support hospital programs.

Hours of Operation: Monday to Friday, 9 a.m. to 8 p.m. and Saturday to Sunday, 9 a.m. to 4 p.m. Hours are subject to change due to volunteer availability.

TV Rental Service

Bedside television services are provided by LOC Medical and can be purchased 24/7. To rent, turn the TV on and select TV Channels. Then select Rental Package and follow the prompts for payment options.

Services can also be ordered online by visiting https://locmedical.adazur.com/, and selecting Queensway Carleton Hospital. Follow the prompts for payment options.

Services issues? Contact LOC Medical at 1-800-263-1113 or by email at patientsupport@locmedical.com

Telephone Service

Local phone service is included for inpatients with phone access bedside. To place local calls, dial 9, the area code, and the phone number.

Transportation

Hospitals pay for transport from one hospital to another or for medical appointments at another facility. Patients are responsible for transportation costs to other locations such as retirement homes. Patients must arrange for transportation before their discharge. The hospital recommends patients plan a ride home with family or friends. If this is not possible, the hospital will assist a patient to arrange transportation.

Taxi Service

QCH has direct taxi line telephones to connect you with area taxi services. The phones are clearly marked and located adjacent to the Patient Registration area at the Main Entrance and in the Emergency Department.

Parking and Parking Rates (Effective May 1, 2026)

Retrieve a ticket as you enter the parking lot. Please keep this ticket with you. The parking pay stations located inside the hospital's Main Entrance and in a climate-controlled booth in the parking lot accept credit, debit, and cash. Visitors also have the option of paying directly at the exit gate using a credit or debit card only.

Single-Use Passes:

Length of Time	Cost of Parking
0-15 min	Free
16-30 min	$4.50
31-60 min	$8.50
61-90 min	$13.00
Daily maximum	$16.00

Multi-Use Passes:

Type of Pass	Cost of Pass
Same-day pass (active for 24 hours upon purchase)	$16.00
5 non-consecutive days pass	$40.00*
10 non-consecutive days pass	$80.00*
30 non-consecutive days pass	$240.00*

*All multi-use passes are:

- Valid for one year.
- Good for 24-hour periods with in/out usage.
- Can be shared between visiting family members.
- Cannot be retroactively applied to previous parking charges.
- Non-refundable.

Daily parking passes can be purchased at any pay station machine. Multi-use passes are purchased from the pay station inside the QCH Main Entrance.

For Irving Greenberg Family Cancer Centre (IGFCC) parking passes, connect with the IGFCC front reception staff.

For any parking inquiries please call the Parking Office at 613-721-2000 ext. 1305.

Pet Visitation

QCH recognizes pet therapy can be instrumental in the recovery of our patients. In coordination with Ottawa Therapy Dogs, QCH operates a pet therapy program for Medicine patients.

Pet visitation is not permitted in Intensive Care (ICU), Operating Rooms, Mental Health, Labour and Delivery, Newborn Nursery, Pre/Post Anesthesia Surgery, rooms with isolation precautions, storage/preparation areas for food, or rooms with persons at increased risk of infection or patients with allergies.

Requests to bring your pets:

- Must be approved by nurse manager.
- Are limited to dogs and cats that are house pets.
- Visits are restricted to a maximum of 60 minutes.
- Are reserved for acutely ill patients with an extended hospital stay.
- Pets must remain leashed or in their carriers at all times.

Protection Services (Security)

If you have any security-related questions or concerns, Protection Services is on duty 24 hours a day and can be contacted through your nursing team or by calling 613-721-2000 ext. 2679 or 1305. Please report any personal property loss or suspicious activity.

Security is available for escorts to personal vehicles for those with any security concerns. If you require an escort, please contact us at any time.

Spiritual Care

A Spiritual Care Team member is available 24/7. During office hours a Spiritual Care Practitioner (chaplain) is on-site for all spiritual care needs. Roman Catholic Priests are available seven days per week 10 a.m–10 p.m, Monday to Saturday, and 1 p.m. –10 p.m. on Sundays. For patients seeking specific clergy or faith community supports, the spiritual care team can facilitate these contacts, or your health-care team can contact the call center.

The Spiritual Office is located next to The Gift Box and Sacred Space on the main level, is open Monday to Friday from 8:30 a.m.–4:30 p.m. and can be reached by dialing extension 6603. Sacred Space for quiet reflection, meditation and prayer is available 24/7 next to the Spiritual Care office.

Visiting Patients

QCH has guidelines and policies for both Care Partners and Visitors.

Who is a Care Partner?

A person designated by the patient or Substitute Decision Maker as being especially important to the patient's recovery. They should be someone who is deeply involved in the patient's health care journey and is integral to the overall well-being of the patient. The designated Care Partner is welcome to be at the bedside at all times.

This person may also be the patient's spokesperson who will tell friends and family about the visiting guidelines and serve as a first contact for any questions on the patient's condition.

QCH welcomes up to two Care Partners to stay at the patient's bedside 24 hours-a-day on the medical, rehab, childbirth, and surgical units. The Day Surgery Unit, Post Anesthesia Care Unit and Intensive Care Unit limits this to one Care Partner only given space constraints and complexity of care.

Care Partner Etiquette:

- Please use the public washrooms, not ones in patient rooms.
- Please keep noise to a minimum. Use headphones when possible.
- During the night, use minimal lighting.
- It is important for Care Partners to be rested however, if you are staying the night, please provide your own blankets and pillows.
- Please do not wear or bring scented products to the hospital.

Who is a Visitor?

A guest of the patient or family who wants to provide well wishes and social connections. A visitor may be a friend or relative of the patient or family. Our visiting policy reflects the needs of our patients: to rest, to take part in care and treatment, and to have the support of family and friends.

Visitor Etiquette:

- Please keep your visits short to approximately 20 minutes.
- Be respectful of roommate privacy, rest and recovery.
- Children under 14 years old must always be accompanied by an adult, other than the patient.
- Please follow the infection control guidelines posted on the door. If you are unsure of what to do, talk to the nurse prior to entering the room.
- Please do not wear or bring scented products to the hospital.

Intensive Care Unit (ICU)

Two Care Partners can be identified for each patient. One Care Partner is encouraged to stay at the patient's bedside and may stay 24 hours-a-day. Please communicate the name of the Care Partners to the ICU team. Care Partners and family are encouraged to attend multidisciplinary rounds from 9–11 a.m., but visitors may be limited.

Visitors may visit any day between 10 a.m.–9 p.m. In normal circumstances we limit visitors at the bedside to two people at one time, but more may be allowed in certain circumstances. Please discuss with the nurse.

Mental Health Inpatient Unit

Visitors may visit Monday to Friday from 4–8 p.m. On weekends and holidays, visiting hours are from 12–8 p.m. Additional restrictions may apply, please consult your nurse. Please contact the unit to set up a time to visit.

Childbirth Program

Who Can Visit	Birth Unit	Mother Baby Unit	Special Care Nursery	Gynecology / Surgery
Essential Care Partner	24/7	24/7	Parents any time except during daily report times (7–7:30 a.m. and 7–7:30 p.m.).	24/7
Family, friends, and siblings of new baby		2-8 p.m., two adult visitors at the bedside at one time. Siblings must be accompanied by an adult. No children under the age of 14 years old are permitted (unless they are siblings of the newborn).	2-8 p.m. except 7-7:30 p.m. during report time. One grandparent at a time.	2–8 p.m.
Number of people at the bedside	Two including essential care partner. No switching of support people.	Three including essential care partner. Please be considerate of other patients in the room. Siblings of newborn permitted.	Two including one person assigned baby bracelet	Three visitors

Park Place

Park Place is Queensway Carleton Hospital's offsite Alternate Level of Care (ALC) inpatient unit. Park Place is part of QCH's Geriatric Program and is a 56-bed unit located at 120 Central Park Drive.

Park Place is not a rehab unit or a permanent discharge destination for patients. We offer care, support, and discharge planning assistance to patients who are medically stable, but who now require more care than can be provided at their previous care facility or home. In most cases, when you are transferred to this ALC unit, the process of discharge planning has already begun, ensuring an application can be made to the type of facility that best suits your care needs.

The team of health-care professionals include nurses, a nurse practitioner, occupational therapists, physicians, dieticians, physiotherapists, social workers, speech language pathologists, pharmacists, recreational therapists, behavioural therapists, spiritual care, administration, and volunteers.

Families can park in the retirement home parking lot but should go to the retirement home front desk for a ticket to put on their dashboard.

Inside the first set of doors there is an intercom set up for families to use. There is a button for level 4 and another for level 5. The clerk on the floor will buzz visitors up the elevator. ** Visitors are welcome to use street parking also.

Directions from QCH:

- Turn left on Baseline Rd from QCH via John Sutherland Dr
- Turn left on Merivale Rd then left onto Central Park Drive.

Protecting Privacy - Your Personal Health Information

We understand that your health information is personal and must be protected. For these reasons we will:

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal health information.
- Collect only necessary information and use that information solely for the care and treatment you are seeking.
- Disclose only information necessary for the delivery of your care and the management of the health-care system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan, or regional/provincial electronic patient records system. This could also mean disclosing information to comply with legal and regulatory requirements (i.e. the Mental Health Act), research requests, patient satisfaction surveys, QCH fundraising and teaching or statistical requirements.
- Recognize your right of access to your health information when you request it and provide copies for a fee.

Please visit the hospital's webpage on Privacy and Confidentiality for more detailed information at www.qch.on.ca/PrivacyConfidentiality

Chief Privacy Officer

privacy@qch.on.ca

Charges and Payment Information

MyChart Payments

Why pay your bill through MyChart? Your payment information is kept safe with special protection. Your credit card information is never stored in MyChart or at Queensway Carleton Hospital. You can check your balance, see past payments and download receipts for insurance or tax purposes — all in one place, anytime. You can choose how and when you want to pay.

For Ontario Residents with Valid OHIP Card

For Ontario residents, the majority of costs for a hospital admission are covered by OHIP. However, some services and medical devices are not.

For instance, paramedics in Ontario must charge for an ambulance service and that billing is done through hospitals. Other examples of items not covered by OHIP include casts, walkers, TVs, and private and semi-private accommodation. You are ultimately responsible for payment for uninsured services for which you will be billed.

Patients with Health Cards from Other Provinces or from a Federal Health Insurance Program

If you are a Canadian resident from a province outside of Ontario or a Canadian resident with a valid federal insurance card (Canadian Armed Forces, Refugee with Interim Federal Health Program), you must provide a valid health card from your province or the federal program. If you do not, you will be billed for the cost of your care. Some services and medical devices are not covered by out-of-province and federal health care plans. You are ultimately responsible for payment for uninsured services for which you will be billed.

Other Patients:
If you are not covered by a provincial or federal health care plan, please contact our Financial Services department to better understand your financial responsibilities for the cost of care and treatment you received or will receive. Ultimately, you will be responsible for any portion not covered by the Canadian or provincial or federal governments.

Billing:
For full information on payment options, visit our website at www.qch.on.ca/HowtoPayYourBill. Payment for preferred accommodation, ambulance fees, appliances, and other uninsured procedures is due at the time of service or discharge. We will issue a receipt upon payment of account.

Questions?
Contact Financial Services at 613-721-4704 or billings@qch.on.ca

Patient Accommodation

We offer three types of accommodation:

- Standard wards: three or four beds per room. Covered by OHIP for Ontario residents and provincial or federal plans if card is valid.
- Semi-private: two beds per room. An extra charge applies, not covered by OHIP or your provincial or federal plan.
- Private room: one bed per room. An extra charge applies, not covered by OHIP or your provincial or federal plan.

Upon admission, you'll be asked to select the room type you prefer. We will try to meet your requests; however, rooms must be assigned on the basis of medical need as a first priority.

Please be aware that you may be admitted or transferred to a bed in a shared room where the other patient(s) is of the opposite gender. This is needed for QCH to help as many people as possible. Please speak with your nurse or physician if you have concerns.

Frequently Asked Questions

What room rate will I be charged if I have OHIP or provincial or federal coverage?
The rate you are charged is determined by the type of room you requested on your terms of admission and the type of room accommodation received. Visit our website at https://www.qch.on.ca/WithHealthInsuranceFees to determine the room rate you will be charged.

- If you requested a private room or a semi-private room and received it, you will be charged for what you requested.
- If you requested a private room and received a semi-private room, you will be charged for a semi-private room.
- If you requested a semi-private room and received a private room, you will be charged for a semi-private room.
- Ward rooms are no charge.

Will I be charged for being in a private room?

If you or a family member requested one, yes. If you didn't request it, or needed it for isolation reasons, no.

What if I requested private but didn't get one?

If you are placed in a semi-private room you will be charged the semi-private rate.

What if I change my mind and don't want private or semi-private anymore?

You will continue to be charged until you have filled out the "Change of Accommodation Form".

What if the hospital is absolutely full? Will I still be charged extra for private or semi-private?

Yes, if that is what you requested when you registered. There are usually more requests for private/semi-private than there are rooms available.

What if I talked to staff about changing my room, but did not fill out the "Change of Accommodation Form"?

If you want to change your room choice, you must fill out and sign the "Change of Accommodation Form". Talking to staff is not enough. You will continue to be charged until the form is completed.

Why do you bill for private and semi-private rooms?

Funding for them is not provided by the government. Hospitals have to charge extra for them to help cover to the costs of patient care.

Did you find the information you are looking for?

If not, please let us know!

---

questions@qch.on.ca

Queensway Carleton Hospital Foundation

Dear Patient,

Queensway Carleton Hospital holds a very special place in my heart. Along with being recognized as one of the top community hospitals in the country, it is also where my four beautiful grandchildren were born.

As President and CEO of QCH Foundation, I'm incredibly proud to champion health care in our community and support the physicians, nurses, volunteers and staff who provide exceptional care to the more than 500,000 people each year.

At QCH, having the right equipment and technology can make all the difference in a patient's care. While government funding supports the delivery of health care, the medical devices and equipment that help our teams provide the best possible care are made possible through the generosity of our community.

When you think back on your experience at QCH, I hope you'll remember the people—the nurse who cared for you, the physician who kept your family informed or the volunteer who offered a helping hand. These moments of compassion are at the heart of what makes QCH so special.

As you reflect on your experience, I hope you'll consider helping make sure exceptional care remains close to home for the next patient and family who need it. If you would like to make a donation, please contact our office at **613-721-4731** or **qchfound@qch.on.ca** or visit **www.qchfoundation.ca** to make a secure online gift.

On behalf of everyone at QCH and the Foundation, I wish you a speedy recovery and good health.



Shannon Gorman
President and CEO
Queensway Carleton Hospital Foundation

To learn more about how donors are making a difference, please read our Donor Impact Report **qchfoundation.ca/DonorReport**

Charitable Registration #13725 3571 RR0001

Ways that you can support QCH!

Queensway Carleton Hospital Foundation

You are part of a community making a real difference — advancing technology, supporting compassionate care, and building a healthier future.

See how other QCH Foundation donors are helping to support patient care:



Honour a QCH Champion of Care
Celebrate the nurse, doctor, or team who made a difference in your care. Your gift will not only recognize their dedication but also support their work, helping to improve care for future patients. Sponsored by Chartwell Retirement Residences.



Leave a Gift in Your Will
Invest in the future of healthcare by including QCH in your Will. A planned gift ensures that your values live on by funding critical advancements in medical care and innovation for tomorrow's generations.



Join the Monthly Giving Program
Small, regular donations create a big impact over time. By joining, you provide QCH with reliable funding to support ongoing patient care and deliver innovative treatments.



Get Tickets for the Monthly 50/50 Lottery
Purchase your ticket today for our Lottery — giving you the chance to win big and support care at QCH every single month. Become a monthly subscriber so you never miss a draw!

Learn more at qchfoundation.ca/ways or contact us at 613-721-4731.

With every act of generosity you are are making a lasting impact on healthcare in your community.



Queensway Carleton Hospital Foundation

World-Class Care
CLOSE TO HOME

Donate today: **qchfoundation.ca**