

# **COWICHAN DISTRICT HOSPITAL**

## **PHYSICIAN ORIENTATION MANUAL**



# Cowichan District Hospital Physician Orientation Manual

## TABLE OF CONTENTS

<b>General Information</b>	
Introduction .....	1
Emergency Response Codes	
Department Hours of Operation	
Physicians Phone Numbers, Common Speed Calls	
Community Phone Numbers, Common Speed Calls	
Doctors Office Address/Phone/Fax list	
<b>Medical Staff Information/Responsibilities</b>	
Locum tenens .....	20
Parking.....	21
Facility Card Access.....	21
Cafeteria Service.....	21
Smoking Policy.....	21
Internet Policy.....	21
Cerner.....	22
Medical Advisory Committee.....	22
Message Boxes.....	22
Physician Availability .....	22
Physician On-call System.....	22-23
Location of call schedules .....	23
Pagers .....	23
Most Responsible Physician (MRP).....	23
<b>Hospital Departments/Services/Utilization</b>	
Admitting .....	25
Medical Imaging .....	25
PACS	
Laboratory.....	26
Lab Stat List	
Test Definitions	
Pharmacy.....	27
Physical Medicine.....	28
Long Term Care Case Manager .....	29
Social Worker .....	29
Diabetes Education .....	30
Diabetes Ed Info Sheet	
Introduction to Medical/Surgical Department .....	31
Referrals of Patients to Local Physicians, Secondary, or Tertiary Centres.....	32
Emergency Department .....	33-34
• Access to department.....	32
• Exposure to Blood and Body Fluids.....	33
• Duties of Physicians On Call.....	33
• Physical Layout.....	34
• Documentation.....	34
Intensive Care Department .....	35
<b>Health Records Documentation</b>	
Dictation Service.....	36
Histories/Physical Exams .....	36
Incomplete Charts .....	36
Dictation Instructions	

**Emergency Procedures**

Cardiac Arrest/ <b>Code Blue</b> .....	1
Trauma Code.....	1
Fire/Evacuation/ <b>Code Red</b> .....	1
Disaster Plan/ <b>Code Orange</b> .....	1
<b>Emergency Response Codes</b> (See coloured page – Page “2” – at beginning of manual.)	
<b>Cowichan District Hospital-Wide Policies</b> (Copy of manual in Medical Library)	
Emergency Response Team/ <b>Code White</b> (CDH P&P #III-C-35) 6 pages .....	2-8
Physician On Call System (CDH P&P #VIII-91) 3 pages.....	8-11
Physician Attendance Times in Emerg/Amb. Care Dept. (CDH P&P #VIII-92) 1 page .....	12

# COWICHAN DISTRICT HOSPITAL PHYSICIAN ORIENTATION MANUAL

## • INTRODUCTION

This manual is provided to assist physicians with familiarization to Cowichan District Hospital (CDH), which is community hospital member of the Vancouver Island Health Authority (VIHA).

We hope you will enjoy your time at CDH and that you will have an opportunity to enjoy some of the Cowichan Valley's attractions and recreational facilities.

The in-hospital local number list is included in the telephone folders located in the Medical Library, Doctors Lounge and the Sleeping Room off the Doctors Lounge. Switchboard can be accessed by pressing "0" either in hospital or when calling in to the hospital number (250-737-2030). You may request a current list from the Administration Assistant.

## • RESOURCE PERSONS:

### 1. Administration Assistant

- located in Administration
- will assist you with the credentialing process and beginning orientation
- will assist you with any concerns you have and will direct you to the appropriate person

### 2. Chief-of-Staff

- Consult the Administration Assistant for information.

### 3. Switchboard Operator

- switchboard is manned from 07:00 to 20:30 daily, seven days per week. After that time, the front doors are secured and calls are sent to Central Patient Registry.
- will direct you to various areas of the hospital
- will assist you with contacting people, making long distance calls, etc.
- Overhead paging is strongly discouraged as per VIHA policy for patient comfort

## • LOCATION OF MANUALS

- Hospital Wide Policy & Procedure & Infection Control – *in the Medical Library*
- Nursing Manual – *at nursing stations*
  - Medication Manual - *in Pharmacy, all wards & in the Medical Library*
  - *Medical Staff Bylaws and Rules can be found on the VIHA Intranet*  
Pathway to Medical Staff Bylaws and Rules 1) Go to Intranet 2) Policies & Procedures 3) Click here to search the Policy & Procedure Website 4) Choose 3.0 Physicians

## • SECURITY

At present, there is regular on-site coverage by 2 security guard 24 hours a day.













Security Number: 18575 and Urgent : 222

Protection Services provided when needed.

Personal alarms are available in the Emergency department for physician use in Emergency. A "Code White" response is triggered by the use of the alarm.

A number of inside and outside entrances are unlocked by a Security Access Card. A Security Card Access form may be obtained from Administration.

There are Security Pad Locks on the doors to: Emergency, Trauma Room, and ICU.

<p><b>CODE BLUE</b></p>		<p><b>Cardiac Arrest</b></p> 	<p>➤ <b>Dial 222</b> CDH Manual Policy: III-b-35</p>
<p><b>CODE RED</b></p>		<p><b>FIRE</b> ACTIVATE NEAREST FIRE ALARM STATION</p>	<p>See FIRE MANUAL <b>Kept in Hot Files</b></p>
<p><b>CODE WHITE</b></p>		<p><b>Aggressive Behaviour</b></p> 	<p>➤ <b>Dial 222</b> CDH Manual Policy: III-c-35</p>
<p><b>CODE YELLOW</b></p>		<p><b>Missing Person</b></p>	<p>CDH Manual Policy: III-20</p>
<p><b>CODE BLACK</b></p>		<p><b>Bomb Threat</b></p>	<p>➤ <b>222</b> CDH Manual Policy: III-25</p>
<p><b>CODE GREY</b></p>		<p><b>Shutdown/ Air Exclusion</b></p>	<p>CDH Manual Policy: III-12</p>
<p><b>CODE GREEN</b></p>		<p><b>Evacuation</b> (As directed by Senior Administrator or Designate on site)</p>	<p>CDH Evacuation Plan <b>Kept in Hot Files</b></p>
<p><b>CODE BROWN</b></p>		<p><b>Hazardous Spills</b></p>	<p>CDH Manual Policy: III-26</p>
<p><b>CODE ORANGE</b></p>		<p><b>Disaster</b> ➤ Overhead Announcement</p> 	<p>CDH Disaster Plan <b>Kept in Hot Files</b></p>

COWICHAN DISTRICT HOSPITAL:  
DEPARTMENT HOURS

November 2012

DEPARTMENT	CONTACT PERSON	HOURS OF SERVICE (not including Statutory Holidays)
Administration On Call	<ul style="list-style-type: none"> <li>• List is at Switchboard</li> <li>• CCO Office</li> </ul>	<ul style="list-style-type: none"> <li>• Week days,</li> <li>• after hours (1600 to 0800);</li> <li>• Weekends and</li> <li>• Statutory Holidays</li> </ul>
Diabetes Education	121 Ingram Street	
CDH Facilities, Maintenance and Operations	John Vassallo, Manager	Maintenance Supervisor (Stuart Proctor) 0800-1600
Finance	NRGH Finance office	0800-1600, Monday-Friday 1-877-808-3277
Aboriginal Liaison Nurse	Helen Dunlop	Monday - Thursday
Food Services/Cafeteria	Linda Hearsey	Cafeteria: Service: 0830-1400; Mon-Fri Main Kitchen: 0800-1330, 7 days/week
Health Records	N. Sheppard	0800-1600, Mon. - Fri.
Housekeeping/Laundry	Audel McCaffery	0830-1630
Human Resources, Employment Services (Off site)		Mon to Friday - Toll Free 1-888-296-3963
Human Resources, Staffing (Campbell River)		1-877-222-5190
Laboratory	Shelley Newfeldt	In-patients: 0630-2330, Daily 2330-0700 On Call only Out-patients: 0730-1530, Mon.-Fri.
Long Term Care Case Manager	Home Support Supervisors alternate	Drop in daily.
Medical Imaging	Carol Petrie	X-ray: 0800-1545, Mon.-Fri. 0930 -1530, Mon. - Fri. for outpatients who don't need appointments 0800-1542, Sat./Sun., Stat. Hols. On Call Ultrasound: 0818-1600, Mon.-Fri.
Mental Health & Addictions Services	Lisa Murphy (Man) John Tanner Clinical Coordinator 4 <sup>th</sup> floor	3088 Gibbons Road

DEPARTMENT	CONTACT PERSON	HOURS OF SERVICE (not including Statutory Holidays)
Nursing Unit Clinical Co-ordinators: <b>Emergency</b>	<b>Sue Clarke (ER)</b>	<b>Monday - Friday Day shift hours.</b>
2 North - Mat/Child	<b>Janet Jones</b>	<b>Day shift hours.</b>
<b>2 West and ICU</b>	<b>Maggie Wolthuis</b>	<b>Day shift hours.</b>
<b>2 East</b>	<b>Allison Hoskins</b>	<b>Day shift hours.</b>
<b>3 South/Med/Surg</b>	<b>Karen Ewing</b>	<b>Day shift hours.</b>
<b>4 Psych</b>	<b>John Tanner</b>	<b>Day shift hours.</b>
OR PAR MDRD ACU	<b>Fern Christensen</b>	Operating Room & Day Care: <b>0700-1500, Mon.-Fri.</b> Recovery: <b>0700-1700, Mon.-Fri.</b> <b>- On Call</b>
<b>Nutrition Services</b>	<b>Linda Hearsey</b>	Nutrition Services: <b>0900-1400, Mon.-Thurs. &amp; alt. Fri.</b>
<b>Pharmacy</b>	<b>Jim Potts</b>	<b>0800-1600 Mon. to Fri.</b>
<b>Site Director</b>	<b>Peter Fahey</b>	<b>0800-1600, Monday-Friday</b>
<b>Social Worker</b>	<b>Sharon Driscoll</b>	<b>0800-1600 Tues/Wed/Fridays [Hospital or Community office]</b>
<b>Stores/Purchasing</b>	<b>Val Faganello</b>	<b>0800-1600, Mon.-Fri.</b>
<b>Switchboard/Admitting</b>	<b>737-2030 -press zero ("0")</b>	24 hours/7 days per week for phones Switchboard - 07:00 - 20:30

**VANCOUVER ISLAND HEALTH AUTHORITY  
COWICHAN DISTRICT HOSPITAL**

<b>COWICHAN DISTRICT HOSPITAL</b> 3045 GIBBINS ROAD DUNCAN, BC V9L 1E5	<b>TELEPHONE DIRECTORY</b>	<b>SECURITY: 18575</b> <b>URGENT: 222</b>
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PHONE: 250-737-2030 MAIN FAX: 250-737-2065	ADMIN ON CALL – CALL SWITCHBOARD CALLING A “CODE” – DIAL *72 AUTOMATED ATTENDANT: 737-2000 SWITCHBOARD: 737-2000 “Dial 0 within the Hospital”
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**ADMINISTRATION Room 1035**

FAX: 715-1212  
 FAX: Speed Dial 44152

Site Director: Peter Fahey Rm 1027 44266  
 Site Manager: Robert Calnan Rm 1028 44246  
 Site Manager Pager 250-715-4142  
 Site Manager Cell 250-709-1215  
 Admin Assistant: Tina Lamb 44290  
 Administration Office: Geraldine Blair-Speirs 44248  
 Administration Office: Vacant (2<sup>nd</sup> desk) 44244

CCO 44005  
 CCO 44139  
 Clinical Coordinator Operations Pager 715-9316  
 CCO Pager Speed Dial 43501  
 CCO Cell 710-7811

Information System Office Rm1031 43022

Board Room Rm 1025 44321  
 Board/Lecture Rm Bookings (Admin) 44290

**ABORIGINAL LIAISON NURSE: Room 1030**

Helen Dunlop 746-6184  
 Cell 709-8204

**ADMITTING**

Manager: Damien Lange (NRGH) 54375  
 Coordinator: Jenny Scott (NRGH) 57745  
 Central Patient Registry 44231/44344  
 Admitting Supervisor: Lynn Wear 44254  
 Bed Allocation: Lynn Wear 44254

**PATIENT FLOW** Christina Rozema 44108

**ALCOHOL & DRUG COUNSELLING SERVICES**

71 Government St.  
 Duncan BC V9L 1A3  
 FAX: 737-2033  
 General Inquiries Clerk: K. Kujansuu 737-2007  
 Team Leader: D. McMullen 45472  
 Therapist: S. Barbant-Hayward 45473  
 Therapist: M. Milne 45470  
 Therapist: Vacant 45471

Withdrawal Management Nurse: S. Wolfe 45474

**ANAESTHESIA CLINIC** Temp Room 339 44189

**AUXILIARY (BASEMENT)** 44301

**BC AMBULANCE DISPATCH** 1-250-704-4320  
 Transfer Booking Patient 43522

**BC BEDLINE** 1-866-233-2337

**BIOMEDICAL**

FAX: 709-3018  
 FAX: Speed Dial 44133  
 Rad. Specialist: K. Whalley 44255  
 Technologist: Don Ferrario 44362  
 Cell Phone – D. Ferrario 701-3814

**CENTRAL PT. REGISTRY** 44231/44344

**CLINICAL NURSE EDUCATORS**

Critical Care – Karen Hill 45347  
 Pager 250-715-9112  
 Medical – Lorraine Dobson 44016  
 Pager  
 Surgical– Carol Jagers 44012  
 Pager

**DENTIST ON CALL PAGER** 250-715-9607

**DIABETIC EDUCATION**

121 Ingram Street  
 Duncan, BC, V9L 1N8  
 Phone: 737-2004  
 Reception 45600

**DIALYSIS**

The Duncan Kidney Dialysis Unit  
 Coronation Mall  
 #1-361 Trans Canada Hwy  
 Duncan, BC V9L 3R5  
 Phone: 709-3333  
 Fax: 709-3334

**DICTION LINE** 57614/43017

**DOCTOR'S LOUNGE** 44251/44252

**DOCTOR'S LOUNGE – FEMALE** 44317  
**ECG** 44287



Fax 250-709-3047

**EMPLOYEE ASSIST. PROGRAM PPC**  
(INTERLOCK) 1-800-663-9099

**FOOD & NUTRITION SERV**  
FAX: 709-3026  
FAX: Speed Dial 43026  
Manager: Linda Hearsey 44220  
Coordinator: 45342  
Supervisor 44121  
Diet Changes (Kitchen) 44212  
Cook 2: Jan Aikman 44357  
Dietitian: D. Ridenour (3<sup>rd</sup> Floor) 44265

**FOUNDATION**  
Amy Brophy  
#4-466 Trans Canada Hwy  
Duncan, BC V9L 3R6  
PHONE: 701-0399

**GIFT SHOP** 44325  
Hair Dresser 701-1314

**HEALTH RECORDS:**  
FAX: 709-3006  
FAX: Speed Dial 43006

Records Management Services  
Co-ord Records Mgmt: N. Sheppard 53051  
General Inquiries/Records Processing 44253

Clinical Information Services  
Co-Ord, Clinical Info Services: S. Sirkia 56002  
Clinic Info Services: K. Branting 44190  
Clinic Info Services: A. Kinrade 44230

Transcription Services:  
Co-or, Transcription: S.McGuinness 14277  
General Inquiries: 44225  
Dictation Line – Internal 57614  
Dictation Line – External 1-866-755-7614 57614

**HEALTHY SERVICES FOR COM. LIVING**  
Phone: 746-1256

**HISTOLOGY/PATHOLOGY**  
Technologist 44302  
Clerk 44140

**HOSPICE** 701-4242

**HOUSEKEEPING:**  
FAX: 709-3015  
FAX: Speed Dial 43015  
Crothall Services:Audel McCaffery 44257  
Pager 250-715-3403

E-mail [audel.mccaffery@compass-canada.com](mailto:audel.mccaffery@compass-canada.com)  
Linen 44284  
Contract Manager: T. Nevay-755-7691 44005  
Hospital Liaison Pager: 1-888-432-5755  
Housekeeping paging service 43533  
Laundry in Vic 250-727-4411

**HOSPITAL LIAISON**  
N. Koury 43077  
9

S. McBride 43076

**HUMAN RESOURCES –NANAIMO**  
HR Access Helpline 28411  
Toll Free 1-888-296-3963  
Email: [HRAccessHumanResources@viha.ca](mailto:HRAccessHumanResources@viha.ca)

**BENEFITS/PAYROLL**  
Payroll 18504  
Toll Free 1-888-370-8504  
Email: [Payroll.Services@viha.ca](mailto:Payroll.Services@viha.ca) Monday - Friday

**INFECTION CONTROL**  
IC Practitioner: Sandra Dunford 44381  
Cell: 250-213-3306  
Infection Control Aids 44000

**INTERNAL MED. CLINIC**  
FAX: 709-3023  
FAX: Speed Dial 43023  
Speed Dial 43531  
Receptionist - CDH Site 44249  
(Room 337) 44189

**INFORMATION SYSTEMS**  
FAX: 716-7734  
FAX: Speed Dial 43560  
HELP DESK Speed 18777  
Help Desk 1-877-563-3152

**ISLAND MEDICAL PROGRAM**  
Phone: 250-737-2063  
Fax: 250-737-2068  
Stacey Taylor 42063  
Cell: 250-886-7684  
Maggie Watt 42063  
Call Room 45358

**LABORATORY**  
FAX: 709-3004  
FAX: Speed Dial 43004  
General Inquiries/Appointments 44268  
Appointments 44038  
Chief Technologist: S. Newfeldt 44269  
Hematology Tech Specialist: S. Furbacher 44069  
Pathologist 44306  
Hematology 44142  
Chemistry 44143  
Blood Bank 44307  
ECG Testing/Holter Monitors (Room 336) 44287  
Pathology/Histology 44302  
FAX: 709-3037  
FAX: Speed Dial 44029  
44004

**LIBRARY** Room 1016 44234

**LOST & FOUND**  
Volunteer Resources (4003)  
Report Lost Items 43013  
Found Items by Appointment 43005

**MAINTENANCE:** (Facilities, Maintenance & Operations)  
FAX: 709-3002  
Manager: John Vassallo 43039  
Manager: Direct Line 709-3039

Supervisor: Stuart Proctor 44018  
 Darren Titus 44171  
 Clerk: Sharon Court 44327  
 Maintenance Shop 44258  
 Electrical Shop 44444  
 Electrical Supervisor: Richard Lewis 44326  
 Plumber/Gas Fitter: Jeff Reis 44178  
 Power Engineers (A/ Hrs Pgr 16:00 -08:00) 715-3660  
 Electricians (A/ Hrs Pgr 16:00 -08:00) 715-3422  
 Snow & Ice CDH/CP  
 (A/Hrs Pgr 16:00 -06:00) 715-9306  
 Snow & Ice CL/CHCC/LDGH  
 (A/Hrs Pgr 16:00 -06:00) 715-3523

**MAMMOGRAM** 1-800-663-9203

**MATERIAL MANAGEMENT**

FAX: 709-3027  
 FAX: Speed Dial 43027  
 Sr. Storekeeper/Inv. Analyst: Val Faganello 43035  
 Storekeeper 44261  
 Receiver 43032

**MEDICAL IMAGING – See RADIOLOGY**

**MORGUE** 44293

**NURSING**

**AMBULATORY CARE**

FAX: 709-3001  
 FAX: Speed Dial 43001  
 Clinical Coordinator: Fern Christensen 44350  
 Outpatient Area 44235  
 Surgical Day Care: 44322  
 OR Slate Adds After Hrs: DRS ONLY 44313  
 Counter Phone 44144  
 ER Scopes Friday 1500 Hrs Sat 1300 Hrs

**EMERGENCY**

FAX: 709-3003  
 FAX: Speed Dial 43003  
 Clinical Coordinator: Sue Clarke 44288  
 Clinical Coordinator Pager 715-9547  
 Nursing Station 44345  
 Triage Nurse 0700 – 2300 HRS ONLY 44046  
 Physician Phone 44163  
 Physician Phone 44215  
 Unit Clerk 44174  
 CNE – Karen Hill 45347

**2-NORTH – MAT/CHILD**

FAX: 709-3020  
 FAX: Speed Dial 43020  
 Patient Care Coordinator: Janet Jones 44277  
 Clinical Coordinator Pager 715-3447  
 Maternity Clinic 42066  
 Nursing Station 44224  
 Doctor's Room 44286  
 Nursery 44276

**2<sup>nd</sup> FLOOR –2 West -ICU**

FAX: 709-3029  
 FAX: Speed Dial 43029  
 Clinical Coordinator: M. Wolthuis 42043  
 Clinical Coordinator Pager 715-3419  
 Nursing Station Patient Line 44226

Doctors and Staff 44138  
 Office 44285  
 CNE: Medicine - Lorraine Dobson 44016

**2<sup>nd</sup> - FLOOR - 2 East**

FAX: 709-3008  
 FAX: Speed Dial 43008  
 Clinical Coordinator: A. Hoskins 44202  
 Clinical Coordinator Pager 715-3420  
 Nursing Station – Unit Clerk 44223  
 Nursing Sub-Station 44232  
 Back Office 44239

**3<sup>rd</sup> – FLOOR - South-Medical/Surgical**

FAX: 709-3012  
 FAX: Speed Dial 43012  
 Clinical Coordinator: Karen Ewing 44280  
 Nursing Station – 3 South 44233  
 Nursing Station – 3 South 44127  
 Sub-Station – 3 West 44281  
 Back Office 44323  
 Sub-Station - 3 East 44003  
 CNE: Surgical – Carol Jagers 44012

**3N OVERFLOW**

45444 - 45445

**4<sup>th</sup> FLOOR PSYCHIATRY**

FAX: 709-3016  
 Patient Care Coordinator: J. Tanner 44282  
 Nursing Station 44259  
 Crisis Response Team 44037  
 Occupational Therapy: J. Wilson 44194  
 Clinical Manager: S. Noli (DMHC) 43040/45421  
 Payphone 250-709-9033  
 Patient Line 45349

**MDRD**

General Inquiries- CSR 44346  
 FAX: 44296  
 Clinical Coordinator: Fern Christensen 44350  
 Clinical Coordinator Cell 896-5808  
 Supervisor: C. Dumond 43031

**COWICHAN LODGE**

2041 Tzouhalem Road  
 Duncan BC V9L 5L6  
 FAX: (existing Units) 737-2039

**OH&S**

Consultant Management Support:  
 Patti Cross 43056

Disability Mgmt Asst: S. Curtis-Wake 44022  
 Disability Mgmt Consultant: V. Chambers 44001  
 Disability Mgmt Consultant: Genie Graham 44006

**People & Organizational Development**

Business Partner: J. Wright 44310  
 S. Park 44356  
 M. Rosen 44015  
 J. Coates 44298  
 C. Kosowick 44213

**Environmental Support Services**

Contract Manager; 42042

**Finance**, Budget Analyst: D. Hobson 44305

	Dave Peters	44236	
<b>IMIT</b>			<b>RADIOLOGY – MEDICAL IMAGING</b>
Brett Jordan	43058		FAX: 709-3009
<b>Lab. Quality</b>	44004		FAX: Speed Dial 43009
Wendy Austin			Manager: Carol Petrie 44210
Katherine Paton			General X-Ray Consultations 45371
<b>Primary Health Care, Integrated Health Network:</b>			Ultrasound/Mammography Consultations 45372
J. Andrew	42051		CT Consultations 44009
			Radiologist (Back up Office) 45373
<b>Protection Services:</b>			Clerk 44065
Nelson Faustino	44674		Film Library – Reports 44242
Kaylee Gray	44675		Booking – Appointments 43034
<b>ONCOLOGY 3<sup>rd</sup> floor</b>			Fax Booking Speed Dial 43009
FAX:	709-3025		X-Ray Duty Technologist 44218
FAX: Speed Dial	43025		Mammo Tech 44329
Patient Information	44365		CT Tech 44007
Main Nursing Station	44368		Ultrasound 44219
Clerk: Anne Mauchline	44367		CT Consultations 44009
Dr. Pewarchuk	44366		Mill Bay X-Ray 737-2031
Manager: Rob Calnan	44246		Mill Bay Reception Desk 45330
			Mill Bay Fax 737-2045
<b>OPERATING ROOM</b>			<b>RADIOLOGISTS</b>
FAX:	709-3014		Dr. Hagen 45372/45401
FAX: Speed Dial	43014		Dr. Wolfe 44217
Clinical Coordinator: Fern Christensen	44350		Dr. Wilson 44216
Clinical Coordinator Cell	896-5808		Dr. McCormack 44035
Operating Room Main Desk	44214		Dr. Ridler 44262
Clerk: J. Scott-Polson	44177		
OR Core	44405		<b>REHABILITATION</b>
Equipment: C. Dumond	43031		FAX: Speed Dial (709-3043) 43043
			Coordinator: T. Pollock 44240
<b>OR/OP BOOKING CLERK</b>			Coordinator – Pager: T. Pollock 715-4280
FAX:	709-3019		Bookings – Inquiries Physio 44273
Speed dial	43019		Occupational Therapy (Room 332) t6g 44303
Clerk (Bonnie)	43033		<b>EMERGENCY PAGER</b>
Clerk (Anne)	44011		C. Demchuk – PT- Pager 715-9304
			J. Perry – PT – Pager 715-9467
<b>PAR</b>			N. Banks – PT – Pager 715-9576
General Inquiries	44250		S. Witteveen – Rehab Asst – Pager 715-9421
Clinical Coordinator: Fern Christensen	44350		S. Witteveen – Rehab Asst – Pager 715-9504
Clinical Coordinator Cell	896-5808		J. Fulleton – OT – Pager 715-3567
			M. Waade – Rehab Asst – Pager 715-4120
<b>PHARMACY</b>			C. Willis – OT – Pager 715-9388
FAX:	709-3010		
FAX: Speed Dial	43010		<b>RESPIRATORY THERAPY</b>
Manager: J. Potts	44319		FAX: 709-3018
General Inquiries	44256		FAX: Speed Dial 43018
Receiving Ward Stock	44294		Clinical Chief – Dave Peters 44236
Chemo Pharmacy	44134		D. Peters – Pager 715-9491
			Respiratory Therapy Pager 715-9166
<b>PRE-ADMISSION CLINIC</b>			Pulmonary Function Lab – Room 321 44386
FAX:	709-3019		Pulmonary Function Booking 1-877-711-7705
PAC Nurse	44295		
			<b>SECURITY GUARD</b>
<b>PROTECTION SERVICES</b>			TO BOOK SECURITY GUARD 1-877-411-3507
Team Leader: Gordon Morrison	44673		
Gordon Morrison - Cell	510-0448		<b>SENIORS NURSE CONSULANT</b>
Non-Urgent:	18575		Room 1026
<b>Urgent:</b>	222		Consultant: Deborah Gunnarsen 44264
			Patient Flow Proj Mgr Christina Rozema 44108
<b>PULMONARY FUNCTION TEST- Rm 321</b>	44386		
Booking through NRGH	57705		<b>SOCIAL WORK</b>
Booking through NRGH	1-877-711-7705		Coordinator - S. Driscoll: Cell 710-0880 44208

Jacqui Harper – Cell: 250-715-8084 44358  
Pat Barber – Cell: 250-701-5924 44358

**SPIRITUAL CARE SERVICES** Room 1015  
Pager 715-3570  
Rev. Elaina Hyde-Mills 44289

**STAFF INCIDENT & INJURY CALL CENTRE**  
1-866 922 9464

**STAFFING**  
**CAMPBELL RIVER**  
250-737-2027  
Toll Free 1-877-222-5190  
FAX 1-866-986-7090

**STAFFING**  
**NANAIMO Paper flow changes**

Admin Assistance 57579  
Team 1 Short Call: 57590  
Team 1 Fax: 250-755-7698  
Team 2 Short Call: 57580  
Team 2 Fax: 250-739-5915  
Team 3 Short Call Central Island: 57587  
Team 3 Fax: 250-755-7948  
Team 3 Short Call South Island: 57586

**SUB-BASEMENT**  
File Area 44339  
Auxiliary Room 44301  
Hallway 44247

**TELERENT – TV RENTALS** 44354

**THRIFT STORE**  
97 Station Street 597-1428

**UNION OFFICE**  
HEU 746-0909  
BCNU 748-9311

**VOLUNTEER RESOURCES - Cowichan**  
Manager: J. Balfour CDH 43005  
Pager: 250-715-3473

**CAIRNSMORE PLACE**  
250 Cairnsmore Place  
Duncan BC V9L 4H2  
Phone: 709-3080  
Automated Attendant 709-3089  
Fax: 737-2025  
Fax: Speed Dial  
Resident Care Coordinator: G. Kerrone 45301  
Reception 45300  
Unit Clerk 45304  
Activity Aides 45322  
Boiler Room 45311  
Dietitian 45303  
Food Supervisor: M. Fisher 45307  
Housekeeping Supervisor Pager 715-9167  
Kitchen 45306  
Laundry 45321  
Engineer Shop 45312  
Multi-Purpose Room 45313  
RN Office 45323

Nursing Station – North 45314  
Nursing Station – South 45324  
Nursing Station - East 45316  
Occupational Therapy 45351  
Penthouse 45309  
Physiotherapy 45351  
Physiotherapy Pager 715-3612  
Social Work 715-3528  
Social Work 45305  
Staff Room 45332  
Sunroom 45308  
Staff Room 45352  
TCU Nurses Station 45324

**DUNCAN MENTAL HEALTH**  
3088 Gibbins Road  
Duncan BC, V9L 1E8

Telephone 709-3040  
FAX: 709-3045  
Reception 45446  
Manager: Lisa Murphy 43042 709-3042  
Manager Cell 701-3980  
Admin Team Lead: E. John 43041 709-3041  
Admin: D. Kopf 45426  
Admin: B. Dobie 45420  
Admin: S. Cowie 45433  
Admin: Casual 45400

**ADULT COMM SUPPORT SERVICES (ACSS)**

Team Lead: 45418  
Clinician John Woods 45417  
Medication Clinic: T. Bass 45407  
E.P.I. Program: M. Derocher 45413  
Nurse: C. Stimson 45440  
Nurse: T. Lievre 45430  
Social Worker: J. Weber 45428  
Mental Health Worker: R. Dorian  
Mental Health Worker: R. Kocourek  
Mental Health Worker: R. Grothen (EPI)

**ADULT SHORT TERM ASSESS  
TREATMENT (ASTAT)**

Senior Clinician: D. Kay 45406  
Reg Psych: S. Surkes 45419  
Emergency CRT: 45422 (no messages)  
2<sup>nd</sup> CRT 45437  
Intake: D. Campbell 45403  
RPN – Adult – E. Taylor 45415  
Clinician: T. Ward 45411  
Clinician: K. Dale 45410  
Clinician Ladysmith: S. Hutson 54804

**PSYCHIATRY**

Psych Head: C. Watler 45404  
ASTAT – Seniors: C. Derocher  
ACSS: R. Routledge  
Early Psychosis: Dr. D. McDermit  
Dr. J. Saunders

**DUNCAN SENIORS OUTREACH TEAM**

3088 Gibbins Road  
Duncan, BC V9L 1E8

**SENIORS OUTREACH TEAM (SORT)**

Senior Clinician: C. Ptatrick 45427  
SORT Clinician: K. Simons 45435  
SORT Clinician: C. Terlien 45405  
SORT Clinician: I. Dirome 45409  
SORT Clinician: F. Gilbert 45416  
SOR Clinician (Ladysmith) S. Iberg 54348  
SORT OT: K.K. Davies 45434  
SORT OT: J. Wilson 45414  
Nurse Practitioner: J. Browne 45436  
Mental Health Worker: R. Kocourek  
Mental Health Worker: M. Flesch

**OPEN DOOR**

K. Crosbie 748-5588

**CAULFIELD PLACE**

2546 Alexander St  
Duncan BC V9L 2W9 715-0407

**WARMLAND HOUSE**

2579 Lewis St  
Duncan, BC 715-1132

**WICKS ROAD**

748-6250

**WISTERIA HOUSE**

748-4213

**CONTINUING HEALTH SERVICES**

**HOME & COMMUNITY CARE**

121 Ingram St  
Duncan, BC V9L 1N8

Main Line: 737-2004  
Automated Attendant 737-2000  
FAX: Main Office: 709-3065

Manager: Tracy Stone 43070  
Leader: Julia Kuhn 43066  
Leader: Jane Blake Home Support &ADC 45355  
CSC: John Agnew 43329  
Office Coordinator: R. Meehan- Danesin 43062  
Admin: B. Ingham 45600  
Admin: R. Soldera 45659  
Admin: W. Raistrick 45605  
Admin: M. Davidson 45658  
File Room: 45601

**SOCIAL WORKER**

Social Worker: C. Kneisz 43067

**COMMUNITY HOME CARE NURSING**

Pall Care Coordinator: A. Smith 43061  
Clinic: H. Campsall 43321  
Clinic 2: S. Pearse 43328  
HCN South: Vanessa Wright-Dewitt 45641  
HCN South: Joanne Derby 45647  
HCN East: M. Denis 45665  
HCN East: Donna Parkinson 45654  
HCN West: Audrey Lyon 45640  
HNC West: Gurpal Parmar 45655  
HNC Float: Lynda Voorhoeve 45640  
HNC Float: Debra Starck 45641  
HNC Float: Vacant 45644  
HNC DOT: Sandi Switzer 45645

**CASE MANAGEMENT**

CM Facility: S. Romphf 43072  
CM Hospital Liaison: McBride 43076  
CM Hospital Liaison: N. Koury 43077  
CM Assisted Living: M. Stone 43074  
CM Assisted Living: J. Stoddart 42034  
CM West: J. Hughes 43073  
CM West: M. Farris 43071  
CM East: C. Baker 43326  
CM South: L. Martin 43322  
CM South: R. Murphy-Boteler 42005

**COMMUNITY REHABILITATION**

Community PT: S. Manning 43063  
Community OT: R. Robson 43064  
Community OT: S. Stewart 43325

**CLINICAL CARE MANAGEMENT**

Nursing: J. Ferguson 45625  
LPN: C. Dhami 45627  
Rehab Assist: J. Rodrigues 45626  
Physio: S. Manning 43063

**HOME SUPPORT**

Main Line: 737-2041  
Fax: 737-2028  
Auto Attendant: 737-2000

Leader: J. Blake 45355  
Admin: J. Edroff 45339

HS Nurse South: K. Craig 42038  
HS Nurse South: J. Moore 45624  
HS Nurse West: J. Lisakowski 42048  
HS Nurse West: P. Beaugrand 45622  
HS Nurse East: Julie Valois 45623  
HS Nurse East: Liz Chiasson 45614  
Ts'it's'uwatul Lelum – LPN – AL 43051

Scheduler Phone Desk: 43320  
Scheduler Change Desk: 45602  
Scheduler Master Changes 43330  
Scheduler Timekeeper: 45610  
Scheduler

**LADYSMITH OFFICE**

**HOME & COMMUNITY CARE**  
Box 670, 1111 4<sup>th</sup> Avenue  
Ladysmith, BC V9G 1A5

Main Line: 739-5779  
Auto Attendant: 739-5788  
Fax: 740-2676

Manager: T. Stone 43070  
Leader: J. Kuhn 43066  
Leader: J. Blake – HS & ADC 45355  
CSC: J. Agnew 43329  
Office Coordinator: R. Meehan-Danesin 43062  
Admin: D. Rae 56097

**HOME NURSING CARE**

HCN: S. Denis 54817  
HCN: K. Spencer 54816  
HCN: E. Mulla 55782

**CASE MANAGEMENT**



CM: V. Woodward	55780	PHONE #	739-5777
CM: AL. I. Oakes	55943		
<b>COMMUNITY REHABILITATION</b>		Auto Attendant	739-5788
Community PT: A. Scott	55783	Fax:	245-2689
Community OT: Vacant	55795	Reception	55777
		Reception	54847
		OVERHEAD PAGE	792
<b>HOME SUPPORT</b>		Admin On Call Pager	715-4212
Leader: M. Kamp	55798	<b>ADMINISTRATION</b>	
CSC: K. Craig	42038	Site Manager – Heather Dunne	54800
		Cell	714-4276
<b>HOME SUPPORT NURSE</b>		Lower Conference Room	54854
HS Nurse: J. Ponsford	54820	Upper Conference Room	54845
HS Nurse: K. Everitt	55794	Doctors Lounge	54853
Scheduler: A. Sampson	54819	Back Rm – NSG Stn	54846
<b>WALDON HOUSE (SENIORS DAY PROGRAM)</b>		<b>ADULT DAY CARE</b>	
2041 Tzouhalem Rd		Bus Cell 1-250-715-5504	
Duncan BC V9L 5L6	42037	Tita	54801
Phone	737-2037		
Fax	709-3044	<b>CHILD YOUTH FAMILY (Public Health)</b>	755-3388
		Jona Bryan	54811
<b>MARGARET MOSS</b>		Speech Therapist :(Thursday) Bob Maltby	54812
675 Canada Ave		Faith Thomson	54813
Duncan, BC V9L 1T9			
Main Line:	709-3050	<b>DIABETIC DAYCARE –Tuesdays</b>	
Switchboard	45501	Dietitian: (D. Lucci CDH 45664)	54809
FAX: 43055	709-3055	Nurse: (K. Park CDH 45663)	
Manager: M. Hill	45522	Appointments	739-5788-42004
Reception: K. Coulter	45500	FAX:	709-3065
Reception: D. Shortreed	45501		
Reception: S. Verge	45528	<b>DIETITIAN – Thursdays</b>	
Office Manager: J. Valleau		Melinda Grey	54810
45502			
Health Beginnings Program: R. Taylor	45505	<b>FAMILY PRACTICE CLINIC</b>	739-5784
Health Unit Aide: C. Trudell	45526	FAX:	740-2678
Nutritionist: C. Thomson	45509	Doc PRIVATE Line	739-5785
Triple P Parenting: B. Potter	45519	Dr. C. Igbinosa	54829
Hearing & Vision: T. Sonne	45512	Dr. E. Fritsch/Dr. M. Terlingen	54830
		Dr. G. Brockley/Dr. Kilvert	54840
<b>PUBLIC HEALTH NURSES</b>		Fran	54841
Communicable Disease: C. Stannard	45511	Serah	54844
Adult Clinic: A. Tournay	45508	RECEPTION	55784
Tricia Fothergil	45516	Carol/Barb	54842
Kirsten Esau	45503	Pam	54822
Laurie Tonkin	45506	Rita	54823
Elizabeth Elliot: Team Leader	45507		
Tracy Beaton	45510	<b>HOME &amp; COMMUNITY CARE</b>	739-5779
Wendy Robb	45513	FAX:	740-2676
Bev Mathieson	45513	Clerk – Patricia Greenwell	55779
Joy Stott		Case Manager – Virginia Woodward	55780
45514		Case Manager – Penny Claire	55781
Cathy Stannard	45511	Nurse-Jane Blake	54816
Susan Repath	45517	Nurse-Stephanie Denis	54817
Catherine Fraser	45518	Nurse-Monica Morgan	55782
Kathie Ruggieri	45520	Comm Physio-Anja Scott	55783
Joanne Yates	45521	HS Leader-Krista Craig	55794
Nina Knock	45519	HS Scheduler-Angela Ginther	54819
Shelley Verge	45501	LPN-Karen	54820
Pat Partridge	45515	Lois Cosgrave-Comm Access Manager	54843
		Tracy Stone-Comm Access Leader	57506
		Brett Jordan-Application Administrator	57505
		Lesa Gladman-Respite Booking	55778
<b>LADYSMITH COMMUNITY HEALTH CENTRE</b>		<b>HOUSEKEEPING</b>	54856
PO BOX 10			
1111- 4 <sup>TH</sup> AVENUE		<b>LABORATORY</b>	55786
LADYSMITH, BC V9G 1A1		Direct Line	739-5786

FAX: 740-2699  
 Supervisor: 54859

MAINTENANCE 54863  
 Terry Cell 252-4102  
 Daytime Urgent 737-2000 44018  
 Clerk 44327  
 Duty Pager 715-3660

HEATING-Nancy Gunn 54864  
 Glenn Burford 54865  
 Snow/Ice Pager 715-3523

MENTAL HEALTH  
 Serah Huttson 54804  
 Dr. Watler (Thurs) 54803

MIDWIFE  
 Laurie Untereiner

RADIOLOGY 54858  
 FAX: 755-3304

REHAB  
 Physio - Sheral McCann 54857  
 OT – Sue Colbourne 54826

URGENT CARE 54851  
 FAX: 740-2692  
 Nurse 54850  
 Triage 54849

YOUTH MH&A SERVICES  
 Gail Retallak 54807  
 Griffin Russell 54806

**CHEMAINUS HEALTH CARE CENTRE**  
 9909 Esplanade Street  
 Chemainus, BC V0R 1K1

Automated Attendant 737-2040  
 FAX: 42059  
 Reception: 42221

Site Manager –Gail Kerrone 42231  
 Activities Manager: C. Audenaert 42224  
 Activities Office 42267  
 Adult Day Care 42262  
 Auxiliary Office 42235  
 Board Room 42261  
 Storage 42265  
 CSR 42277  
 Conference Room 42234  
 Dictation 42245  
 Emergency Office  
 Emergency #2 - ER Physician 42270  
 Emergency Treatment Room 42271

Health Emergency Management  
 Manager – Sheila Service 42223

Food Service  
 Supervisor: M. Fisher 42259  
 Gardenview Lounge 42269  
 DQ Room 42273  
 HEU Office 42263  
 House Keeping Crd, CH/CL 42264  
 C. Bryant – Pager 715-4459  
 Supervisor – Barb Peck Pager 715-4459

Kitchen 42247  
 Lab 42238  
 Fax 737-2058  
 Lab Main 42238  
 Laundry 42249  
 Laundry Room 42279  
 Lounge 42246  
 Engineer Shop – Terry 42266  
 Physiotherapy 42241  
 Plaster Room 42276  
 Staff Lounge 42260  
 Staffing Office 42228  
 Treatment Room 42236  
 X-Ray 42242  
 X-Ray Fax 737-2056

Nursing Stations  
 Unit clerk 42250  
 Harbourside 42232  
 Harbourside 2 42250  
 Oceanpoint 42255  
 Oceanpoint 42257  
 Oceanpoint Lounge 42258  
 Social Work – Stephanie Greive 42230

Volunteer Services – Cowichan  
 Manager- J. Balfour Williams 43005

**HOSPITAL CONTACT INFORMATION**

Campbell River & General Hospital 850-2141  
 375-2<sup>nd</sup>Avenue  
 Campbell River, BC  
 V9W 3V1

Cormorant Island Health Centre 974-5585  
 49SchoolRoad,Alert Bay,  
 BC V0N 1A0

Gold River Health Centre 283-2626  
 601 Trumpeter Drive  
 Gold River, BC V0P 1G0

Lady Minto/Gulf Islands Hospital 538-4800  
 135 Crofton Road  
 Saltspring Island, BC V8K 1T1

Royal Jubilee Hospital  
 2101 Richmond Avenue  
 Victoria, BC V8R 1V7  
 Bus: 370-8000  
 Fax: 370-8899

Saanich Peninsula Hospital 544-7676  
 Mt Newton X Road 250-652-6920  
 Saanichton, BC

St. Joseph's General Hospital  
 2137 Comox Avenue  
 Comox, BC V9M 1P2  
 Bus: 339-2242  
 Fax: 339-1476

Victoria General Hospital  
 1 Hospital Way  
 Victoria, BC V8Z 6R5

Bus: 727-4212  
 Fax: 727-4106

West Coast General Hospital 731-1370  
 3949 Port Alberni Hwy  
 Port Alberni, BC V9Y 4S1

Bus: 723-2135  
 Fax: 724-8804

Vancouver General Hospital 1-604-875-4111

**TOFINO GENERAL HOSPITAL**

PO Box 190  
 261 Neill Street  
 Tofino BC, VOR 2Z0

Admitting/Main Switchboard 725-4010  
 Admitting/Main Switchboard Fax 725-4014

Admin Assistant 64122  
 Fax 727-4004

Admitting (Patient reception area) 64121  
 Medical Records 64124  
 Med Records Fax 725-4014  
 CSR – Upstairs 64145  
 CSR – Housekeeping downstairs 64142  
 Food Services 64131  
 Emergency Ward 64128  
 Home Care/Community Care 725-4007 64143  
 Home Care/Community Care Fax 725-4012  
 Housekeeping/CSR downstairs 64142  
 Laboratory – General Inquiries 64006  
 Laboratory Office 64120  
 Laundry 64140  
 Maintenance 64132  
 Manager Rural Health 725-4017  
 Maternity Ward Hallway 64138  
 Mental Health & Addictions 64146  
 Mental Health & Addiction 725-4011  
 Multipurpose Room 64133  
 Nurses Station 64119  
 Nurses Station 64118  
 Nurses Station 64126  
 Nurses Station Resource Room 64117  
 Nurses Lounge 64125  
 Physicians Dictating Room 64127  
 Physiotherapy 64139  
 Radiology 64129  
 Radiology Doctor Viewing Room 64137  
 Teleconference Equip 64135  
 Trauma Room 64136  
 Ward (Outside CW) 64134

Coastal Family Place (Public Health) 725-4020  
 Community Children’s Centre 725-4009  
 Service Desk 18777  
 Page All 792

**NANAIMO REGIONAL GENERAL HOSPITAL-**

**MAIN # 250-755-7691**

**A**  
 ADMIN Rm1071 Fax: 755.7633  
 Board Room 57959 / Conf DL 755.7952 .....  
 Exec Dir Portfolio C / Site Administrator  
 Brenda Uhrynyuk 739.5950

EMD, Port C, VACANT  
 Portfolio C Assist, Janis Curtis 53003  
 Site Admin Assist Helga Longmore 57601  
 Exec Dir Portfolio E, Allison Cutler 55921  
 EMD Portfolios E/F, Bob Burns 56986  
 Portfolio E Assist, Sarah Kowalenko 55922  
 C,Y,& F Assist, Betty Katan 53004  
 Dir ER/Trauma Mélie De Champlain 56913  
 ER/Trauma Assist Renée du Plessis 52257  
**ADMIT& PT FLOW Fax:755.7985**

Mgr C/N, Damian Lange 54375 / 713.3631  
 Coord C/N, Jenny Scott 57745 / 668.8051  
 Admit Clerks 53032 / Emerg Admit 53038  
**Coord of Site Ops [CSO] 52337 / 581.895**  
 M-F 1200-2400h Wkd/STAT 0800-2400h

AMBU CARE Fax: 755.7712  
 Station 57700 Clin Coord 81.888 / 3631  
**AUDIO VISUAL** MultiMedia Consult,  
 Diana Forrester 52640, Ken Smith 53810  
 Victoria office: 250.370.8204

**B**  
**BIOMED Rm.B040 Fax: 755.7922**  
 Mike McDonald 81.714 / 54073  
 Neil Cyr81.678/54077RonCyr81.914/54072

**C**  
 CANCER CLINIC Fax. 755.7676  
 Leader, Johanna den Duyf 519.5591  
 Station 57706 / **Chemo** 53602  
 Clinical Coord, 714.7527 53629  
**CAST CLINIC** Kathleen Petereit 52106  
**CSR Fax: 739.5906** pg 81.789  
 SupvJan Miller 54041/PattyJohnston 57979  
**CHEMICAL DEPENDENCY PRG**  
 Liaison Nurse 52086

**CLINICAL NURSE EDUCATORS**  
 ICU/CCU, NR56965/714.7682  
 Emerg Svs, CI52117/714.7681  
 Perinatal Svs, NR52086/54510  
 Endoscopy, Special Project 52259  
 Inpt Surg/Pre-admit, NR57500  
 Pediatrics, CI57933/713.2859  
 PARR & SSS, CI52091/52274  
 MHAS, NR 52656  
 Inpt Surg/Pre-admit, NR53030/714.7364  
 CYF, Regional Perinatal CI 713.2151  
 Neuro & Rehab, CI/NI52072/714.7054  
 NICU, NR 52150  
 Med Program, NR54600/714.7141  
 ORs, NR 55913/53584  
 Medical Program , NR52056/714.7242  
 Reg Med/Ambu, CI52091/755.2988  
 Ostomy Wound Care NR57709/716.8002  
**CODE BREW Fax: 740.2626** 52039  
 Mgr. Lynda Fielder 52244  
**COMMUNITY CARE Fax:716.7724** 52000  
 FI1/ICU/Rehab/Emerg Case Mgr. 81.758  
 FI4/FI5/Med Daycare Case Mgr. 81.646  
 FI2/FI3/FI6/DCS 81.731 TCU 81.887  
**CAPITAL PLANNING Fax: 755.3372**  
 Mgr. Kevin Daniel 52653/616.8084  
 Fin. Analyst, Wendy Fulla 56907  
**CONTRACT POLICY & DEV.**  
**Fax: 740.2619** Mgr, Jim Demsey 57499  
 Assist, Diane Brouwer 54098



**CROTHALL SVS. CANADA**  
[Housekeeping] Fax: 740.2668  
Mgr. Greg Yacoboski 54051  
Supv. 54053 / 81.811  
24 hr. Call Centre 250.220.8487

**D**

**DESIGN & CONSTRUCTION DEPT.**  
Fax: 755.7957 [Rm. B047]  
Project Mgr. Jim Morris 56906

**DIABETES CENTRE** Fax: 716.7711  
Info 7733/Dietitian 53611/Ed 53612  
**DUFFERIN PLACE** Fax: 755.7643  
Mgr Res Care Laurie Chisholm 52500  
Admin Assist. Tracy Kingston 57632  
Arbutus 52521 Birch 55946 Cedar 55947

**E**

**EDL** Fax: 755.7663 Recpt. 57609  
**Pacemaker Clinic** 55955  
Supv. Colin Quigg 57964  
**EMERG SVS** Fax: 755.7660  
24 hr. Clinical Nurse Leader 57533  
Station 52110/Triage 57657/Duty Dr 52107  
Site Chief, Drew Digney 52269  
**Acute Room** Fax: 739.5948 57653  
ER Social Worker 52548  
**SANE** Coord Bonnie Williams 714.7234

**ENDO CLINIC** Fax:716.7712  
Clinical Coord 81.888 3631 Stn 53633  
**ENVIRONMENTAL SUPPORT SVS**  
Rm B032 Fax 740.6902  
Contract Manager, Terry Nevay  
250-755-7691 x 54005  
1-250-713-3795

**F**

**FMO OFFICE** Fax:755.7922  
A/Dir FMO Deanna Fourt 52674  
Mgr Mech Maint & Ops Jim Latham 57648  
Admin Assist Wendy Furlan-Morgan 57646  
Clerk Sherri-Lynn Hegg Lund 57620  
**Building Fabric Maintenance:**  
A/Mgr, Dave McIntyre 55951  
A/Supv, Rick Hastings 81.712/ 54030  
**Electrical:**  
Head Electrician - 56919 81.641  
Ralph Jones [msg. centre 54099]  
**Boiler Room:**  
Chief Eng 54075 Shift Eng 81.674/54074

**FINANCIAL SVS** Fax: 755.7900  
Cashier 53105 Hours: 0830-1630  
Mgr Mike Riddalls 54098  
Mgr Accts Payable Brad Urie 53115  
**Internal Audit** Dir, Robyn Arnold 57949  
Coord, Doreen Gordon 53141  
Budget Analysts: 53101  
Capital, 53120 Debbie Morgan 57647  
General Ledger, Judy Annis 53142  
A/R Supv. Karen Linterman 755.7974  
Acct. Receivable Clerks 53125/53107  
A/P Supv. Sharon Russell 53103

Acct. Payable Clerks 53113/53124/53125  
Pt. Billing/Enquiries Stephanie 53111  
**Payroll Info** 57617 Fax: 755.7621  
**Front Desk/Pay Corrections** 52598  
Payroll Coord, C/N Wanda Best 57975  
Supv., Erin Grant 53075  
Assistants 53074/53086/53091  
**FLOOR 1** Fax: 755.7901  
Station 52011 Clinical Coord 52010

**FLOOR 2 PEDS** Fax: 739.5993  
Station 52250 / Clin. Coord 81.808 56928  
**Ped Short Stay Clinic** 54092

**FLOOR 3** Fax: 755.7903  
Station 52031 Clinical Coord 52030

**FLOOR 4** Fax: 755.7904  
Station 52041 Clinical Coord 52040

**FLOOR 5** Fax: 755.7905  
Station 52051 Clinical Coord 52050

**FLOOR 6** Fax: 755.7906  
Station 52061 Clinical Coord 52060

**FOOD SVS.**  
Mgr Gail Kay 54006 / Supv 54007  
Kitchen 54002

**FOUNDATION** Fax: 755.7939  
CEO, Maeve O'Byrne 57690  
Lynn Taniguchi, Fundraising Assist 52622

**G**

**GEN. SUPPORT SVS** Fax 755.7698  
Mgr., Peter Bradburne 248.8353 224

**H**

**HEALTH RECORDS** Fax: 755.7659  
Records Mgmt, Nancy Sheppard 53051  
Transcript Svs Brenda Tymchuk 727.4277  
Health Rec. Clerks 53052  
Release of Info, Shirley Savard 53056  
**Clinical Information Svs** 53053  
Coord Clinical Info, Shirley Sirkia 52549  
Trauma Registry Lauren Richards 52270  
**HOME CARE** 755.6228 **HOME IV** 53605  
**HOSPITALISTS NRGH** 56929  
**HOSPITALITY NETWORK** (TVs) 53207  
**HUMAN RESOURCES** Fax: 740.6967

Postings Fax: 740.6920  
**Info** 755.7615 **Help-line** 28411  
Front Desk Debbie Snyder 53095

**Emp Svs** Coord. Chris McPhail 57993  
Assistant, Diane Rintala 716.7716  
Emp. Advisor, Cathy Schaffer 52633  
Emp. Advisor, Linda Reynolds 55890  
Assistant, Debbie Seriani 53941 [Posting]  
**Data/Benefits**  
Mgr Jean Manktelow 370.8093 [18093]  
TL, HR Data Mgmt, Sila Tedesco 57616  
Data Tech, Pat Lang 52631  
**HR Systems** Coord 53082  
**Comp. Svs.** Specialist Sylvia Park 53083  
Job Analyst Gordon Garriott, 52613  
**Consulting Svs.**  
Consultant Connie Norris 52630  
Consultant, Rick Lutz 53079 cell 616.3932  
Consultant, Laurie Grobowsky 57714

Consultant, Margaret Stalinski 53040  
**Occupational Health & Safety**  
Fax: 716.7784  
Gen Inquiries Lorleen Fontaine 56300  
Prj Dir., Tracey Newlands 53025  
Violent Prevent Lead Tracy Larsen 53085  
Safety Advisor Anita Jezowski 53064  
Ability Mgt Const Donna Townsend 53078  
MSIP Advisor Steve Rose 57574  
Occ Health RN Sylvie Dolbec 53014  
Associate, Penny Hawley 52687

**I**  
**INFECTION PREVENTION & CONTROL PROGRAM**  
Fax: 739.5934

Mgr, Lisa Young 55962  
Dan Costello NRGH 55959 / 714.7481 LOA  
IC Physician Dr. Pamela Kibsey  
Margaret Litt, Prj Dir SWI-IC 55973  
Christine Franic, IPCP 57999/802.4611  
Karen Lambert, IPCP, 55960/713.0490  
Stuart Gray, IPCP, 55973/713.0273  
Assistant, Therese Lowe 56306  
**INFORMATION DESK** Lobby 57618

IMIT Fax: 716.7734

**Help Desk: From NRGH Call 18777**

**Business Applications**

Mgr App. Svs 57787

Tech Analyst I, Doug Leung 56955

Programmer Clin Apps Jim Radziul 57970

**Device Mgmt**

Mgr Client Svs, Bob Thomsen 57788

Tech Analyst, Diana Forrester 52640

**Technical Svs**

Tech Analyst II, Ajay Hichkad 53501

**Client Svs**

Coord Rec Mgmt, Nancy Sheppard 53051

Data Integrity, Credwyn Knauf 53031

Assistant, Rhonda Brown 53164

**IMIT Clinical Informatics**

Clinical Engagement Ldr, Barbara Metcalf  
52383/713.7018

**INTERNAL MED CLINIC** Fax: 740.6956

MOA, Pearl 56926

ICU Fax: 755.7695

Station 57606 Clinical Coord 81.748/52077

**L**  
**LABORATORY** Fax: 755.7625

General: 755.7607 or 52202, 52234, 52242

Chief Tech Nancy Harvey 52208

Support & Comm. Alicia Johnson 52296

Lab Clerk, Chrystyne Virtanen 52239

Sat Lab 52159

**Blood Bank** 2215

Tech Spec Transf Svs Cathy Lee 52697

Chemistry 52210

Glucometers./ POCT 52210

Tech Spec Chem Janet Savrtka 52205

Hematology 52213

Microbiology 52212

Tech Spec, Shannon Yaredic 52245

Tech Sp Informatics Nancy Monette 52343

Histology 52219

**Pathology Office**

Assist Ella Heathcote 52226

Chief Path. Dr. Whitelaw 52203

Pathologists: Drs. Wendelboe 52204,  
Wessler 52207 Esakia 52238 Loken 52201  
**Morgue** 81.615 52218

**LABOUR & DELIVERY** Station 52155

**LIBRARY** Fax:755.7662

Librian, Teresa Prior 53058

Library Tech, Mary Vassilopoulos 53059

**LIFELINE PROGRAM** Fax: 755.7939

Mgr. Joan Ryan 53226

**LOST & FOUND** 53227 at info desk

**M**

**MAIL CLERK** Karen Park 81.720/54031

**MAT MAN** Fax: 755.7645

**Procurement Services Nanaimo:**

Apps&Proc Card Coord Terri Efford 52666

Purchasing Coord, Laura Hansen 57649

Clerical Supp Karen MacDonald 54020

Clerks 52206 / Karmen 54034

**Buyers:**

Facilities/Medicine Greg Fiddick 54028

Acute/Med Ambu/Srs Teryle Lonie 57631

Clinical & Diagnostic 57670

CYF/MH Peter Allen 52608

Surg/Med Inpt Keith Rodway 57914

**Stores: Fax: 716.7755 / 54035**

Mgr. Stores, Shawn Tracey 54033

Mgr. Logistics C/N, Shelley Boese 57619

**Receiving** Gary Sharratt 54012

**MEDICAL AFFAIRS** Fax: 716.7747

Coord Med Staff Governance, Deb Bartley 53006

A/Credentialing Coord, Monica MacDonald 53005

**Physician Recruitment**

Mgr, Brenda Warren 57687

Admin Assist., Eva Vincent 53072

**Physician Compensation**

Coord, Sheila Leversidge 56972

Ldr Fin Analysis, Christine Jeffrey 56907

**MEDICAL DAYCARE** Fax: 740.6939

Station 53605/57795/Clinical Coord 53599

**MEDICAL HEALTH OFFICER**

Dr. Paul Hasselback 56988 Fax: 755.3372

**MEDICAL IMAGING** Fax: 755.7652

Mgr C/N Leanne Webb

Chief Tech, Bob Fulcher 54350

Inquiries 57608 /Bookings 57628

Support Svs, Coord, Diane Bennett 55935

Clinical Instructor Gay Winn 54387

PACS Support - Kamla Gage 52660,

Dennis Chidaushe 52660

Section Heads: Gen.Rad 54389, CT 54354

Ultrasound 54366 Nuc Med 54381

MRI 54305

**Radiologists** 54397 pg. 81.732

Chief Rad Dr. Rob Johnson 57608

Radiology Nursing Station 54369

**MEDICAL OVERFLOW [MedO]**

Fax: 755.7994 Station 52438

**MEDICAL STAFF LOUNGE** 52400

**MHAS** Fax: 740.6909

Mgr. Nanaimo, Marg Fraser 56257

Decision Supp Coord Norman Sillito56990

**Mental Health Clinic** Fax: 740.2670

Clinic Secretary Ann McIntyre 57791

Psychologist, 52096

**Mental Health Crisis Svs:** 57791/57792

**N**

NANAIMO HEALTH UNIT  
 Fax: 755.3369 Ph: 755.6200  
 PROFESSIONAL PRACTICE 53048  
 Practice Consultant ESN 52175  
 Emp Svs Advisor Cathy Schaffer 52633

**NUTRITION SVS** Fax: 716.7711

Coord. Tracy Lister 54017  
 RD Dufferin, Debbie Houle 52505  
 Inpt Pat Good 54017/Marg Corcoran 54003  
 Outpts 53609/Diet Tech 54002

**O**

OCCUP,PHYSIO & SPEECH  
 Fax:755.7684 Reception O.T. 57611  
 Physio 57611 Workability Program  
 CC, Dawna Foster 52336  
 Leanne Emberton 52330  
 Speech Pathologist 52328  
 Sarah Sheridan pg. 714.7179

**OPERATING RM** Fax: 755.7928

Station 57605 / CNL 81.837 55913  
**OR BOOKING & PRE-ADMIT**  
 Diane Rintala, Coord. pg714.7934 55958  
**OR Booking:** Fax: 755.7679  
 Clerks 53039/57613  
**OR Pre-Admit Clinic:** Fax: 716.7711  
 Station 57702 Clin. Coord 81.888 53631

**P**

**PAIN CLINIC** Fax: 739.5989  
 Station 55978 / CNL 52363  
**PALL CARE** Fax: 755.7929  
 Station 52771 / Clinical Coord 52770  
**PARKING OFFICE** Fax: 755.2682  
 Coordinator, Gary Bray 55945  
 Parking Clerk, Sandra 52681  
**PEDIATRICS FAX: 739.5993**  
 Station 52250  
 Clinical Coord 56928  
**PEDIATRICS AMBU HEALTH UNIT**  
**Fax: 739.5855** Stn 755.5850  
 Clinical Coord 56928  
**PERINATAL SVS Fax: 755.7902**  
 Station 52021 / CNL 54500  
 Perinatal Clinical Educator 52086  
**Assessment Room** 52025  
**NICU** Fax: 716.7715  
 Station 52145  
**Obstetrical Clinic** Station 52144

**PHARMACY** Fax: 755.7651

Dir. Sherry Coutts, 57680  
 Mgr. Karen George, 57680  
 Clin. Pharm David Forbes 81.781 52302  
 Dispensary 57610 Ward Stock 52307  
**PARR Fl.2** Fax: 740.6922  
 Station A/B 55904/55905 Clin Coord 55904  
**PORTFOLIO MANAGERS**  
 Acute Rehab Svs, Marci Ekland 52336  
 ER, Ambu Care MDC, Cancer & Int Med Clinics,  
 Suzanne Fox 52629/713.5322  
 FI 1,4,5, MedO, Jill Breker, 52596/ 714.7052  
 FI 3, 6, PAC, Surg Ambu Clinic, OR, CPS, Ambu OR,  
 Teresa O'Callaghan 53000/713.7975 BB

**ICU PARR SDC EDL Pacemaker Clinic**, Christina  
 Lumley 740. 6921/ 755.8089  
**MHAS**, Marg Fraser 56257/755.5609  
**Palliative Care**, Robyn Monrufet 731.1318  
**Perinatal & Peds** Fax: 716.7749  
 Shelley McKenzie 52008  
**Renal Svs** Kim Ezergailis  
**Sr Hlth NI, VIHA Spiritual Hlth**, Sujata Connors  
 740.6301

**PRINT SHOP** Fax: 755.7940

Dale Savrtka 54023

**PROGRAMS**

**Postgrad Family Practice Residency**

Program Coord., Lisa Ripka 55979

Dr. S. Beerman 55980

**CPD for Physicians/Is. Medical CI/NI**

Rm. 2051 Fax: 739.5997

Prg. Assist. Deb Hagen 55971

Site Leader 55970

**PROTECTION SVS [across from MDC]**

Mgr. Duane Grabia 53057

Team Leader Gord Morrison 53057/54673

**PSYCH INPT. UNIT** Fax: 755.7692

Station 52081 Clin Coord 81.801 52085

**Q**

**QUALITY & PT. SAFETY CONSULTANTS** Fax:  
 739.5931

CY&F 55957

Surgery/Anes. 55930

**R**

**REHAB** Fax: 755.7918

Station 52071 Clinical Coord 52070

**RENAL** Fax: 755.6291

Station / CNL 56290

**RESP THERAPY** Fax: 739.5974

A/Clinical Chief, Dana McComber

250.755.7603, 57603 Direct & Voice Mail

250.616.3400, cell

Michael Armstrong LOA til Nov 2011

RT VI Garfield Harvey LOA

RT II, Rob Wiebe, 81.104 53606

On-Call Charge Therapist 81.609

Svs. Area 52282 Ward Therapist 1.614

Pulmonary Function Booking 57705

**S**

**SAT LAB** Fax: 754.5852

Laboratory 57623/Xray 52222 Jane 54369

**SDC – AMBU** Fax: 716.7712

Stn 57700 Clin. Coord 81.888 553631

**SDC – Fl.2** Fax: 716.7751

Stn 55901 Clin. Coord 81.888 53631

**SECURITY** Stat 222

**non-emergent 18575 / office 53021**

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Lois Tirebuck, CRH 286.7000

Ellen Brown, WCGH 723.2135.1.1113

Dawn Nedzelski, SPH 652.3911

Kathryn Kilpatrick, Mgr, TGH 725.3212

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CC, Tammy L. Brown 81.601 52360  
Barbara Booth 81.919 52503  
Susan Panton 81.603 52354  
Peg Lewis 81.692 52358  
Marie King 81.498 52502  
Corrine McMillan 81.602 52361  
Jennifer Bertrand 81.604 52352  
Bobbi Gosh 81.605 53628  
Jamie Dryburgh 81.831 52351  
AliceParker/Chris Collishaw 81.1280/56931

**SPIRITUAL CARE SVS.**

Coord., Rev. Darren Colyn 54022  
Chaplain Oncall – swbd

**STAFFING ADMIN SVS CI Fax739.5923**

Non Contract Assist CI 739.5838  
Mgr CI Peggy Scott 739.5837 [55837]  
Mgr SI Greig Jenkinson 519.5189 [35189]  
Mgr NI Alice Forsyth 850.2188 [62188]  
A/Mgr Info Mgmt Rod Hanson 55829  
Dir WF Mgmt Shawn Robinson 519.3443  
**Direct Dial:** General / Pay 57664

**SWITCHBOARD Fax: 755.7685**

General /Pages /Drs' Registry 0  
STAT EMERG CODES: 52900

**U/V**

**UNDERGRAD INITIATIVE**

Practice Consultant vacant 52175

**UNION - HEU OFFICE 716.0495**

**VOLUNTEERS Fax: 755.7947**

Mgr. Lynne Tourond 81.721 53200

**Gift Shop 53205**

**W**

**WOUND CLINIC Fax: 716.7711**

Teresa Stone 57709 / 716.8002

## **MEDICAL STAFF INFORMATION/RESPONSIBILITIES**

### **• LOCUM TENENS**

**Locums are expected to support our own specialists by requesting consults to them in preference to out-of town specialists. This will provide an additional benefit of convenience to local patients.**

**The Call Room in the Doctor's Lounge will be at the disposal of locums doing Emergency room shifts, but should not be used by locums at other times.**

### **• Responsibilities Related to Locum Tenens**

1. Locum Tenens privileges are granted for a specific physician for a specific period of time.
2. A locum physician cannot assign their locum coverage to any other locum tenens physician. If relief is required or due to sickness or injury or other absence, and the locum cannot fulfil the duties of the physician he is replacing, then it is the responsibility of the staff member to find another locum physician. If that physician is not available, then the department head or Chief of Staff may assist.
3. Prior to engaging a locum, the staff member must inform Administration of the locum physician's name and period of time that the locum will be working.
4. A physician cannot continue to see his patients in the hospital during the same time a locum is engaged to fill his position. The locum's term ends automatically when the staff member again becomes involved in their practice.
5. A physician who has not previously held privileges at Cowichan District General Hospital must apply for locum tenens privileges well in advance of the period that is to be covered. Failure to do so may result in the candidate not receiving privileges in time to cover the desired locum period.

### **Physicians Engaging a Locum:**

- Physicians must notify the Administration Office, in writing, and in a timely manner, of any upcoming locum tenens arrangements for their practice. Any locum tenens physicians must have a completed and approved application on file in Administration before being permitted to practice at Cowichan District Hospital.
- Physicians may arrange for an application package for a new locum from the Administration Assistant. Once completed and returned to Administration, the application is reviewed by the Credentials Committee, the Central Island Medical Advisory Committee, the Health Authority Medical Advisory Committee and sent on to the VIHA Board of Directors for final approval.

### **• VIHA IDENTIFICATION PASS (CD Hospital Wide P&P Manual: IV-12)**

All employees or persons conducting business within the hospital are required to wear an approved identification pass. Contact the Administration Assistant regarding an appointment with the Human Resources Department to have your photo done and your pass made up. The Administration Assistant may also issue a temporary ID pass.

- **PARKING** – There is no charge for parking.

Reserved parking for physician's on-call is available at all times in the marked section of the small parking lot close to the Emergency entrance.

- **CARD ACCESS**

The CDH hospital-wide policy manual “Card Access Control” (VIII-c-87) describes the Card Lock system for certain doors in the hospital. Card keys may be obtained by filling out a form “Security Card Access” available through the Administration Secretary.

- **CAFETERIA SERVICE**

The hospital cafeteria service is located in the basement.

Full breakfasts are not available. However cereal, toast, muffins, tea, coffee and juice are available in the cafeteria seven days per week.

Lunch is served between 1100 - 1400 hours seven days per week.

GST is charged for cafeteria purchases. The cafeteria clerk, upon request, will issue receipts.

- **SMOKING POLICY (Smoke Free Premises Policy – VIHA 5.8.2)**

As of March 1, 2008 smoking is not permitted within the hospital or on hospital grounds as noted in the VIHA policy available on line via the VIHA Intranet, as well as in compliance with provincial legislation. This policy applies to all persons accessing VIHA premises.

Where possible, patients are to be informed of VIHA’s smoke free premises policy prior to receiving a service. All documents sent out or given to patients, including outpatient appointments and admission paperwork will include information about VIHA’s smoke free premises policy.

Patients who smoke must be referred to relevant help that they can access while in a VIHA facility.

See Section 3.7 of this policy for Special Considerations to see if they may apply to a particular patient. Special Considerations do not apply to visitors, contractors and staff.

- **INTERNET POLICY**

The computer system, including Internet access, is under the care of the Information Systems department. Policies exist regarding the appropriate use of computer and network resources. The theme of these policies is that computers are provided **solely for the purpose of assisting users in the performance of their work.**

Access to the CDH computer network may be requested via the Administration Secretary who will complete the on-line request form on the VIHA Intranet web site. A user name and password will be issued. Physicians are encouraged to change their password to one unique to themselves once they have logged on the first time.

Assistance is available through the Helpdesk line at 1-877-563-3152. You will need to provide your College I.D. number to verify your identity. You may contact the Administration Assistant for your number.

- **CERNER**

Patient information, lab results, etc. are accessed individually by each physician through the Cerner system.

- **MEDICAL ADVISORY COMMITTEE**

Information on the Medical Advisory Committee structure and function is available upon request from the Administration Secretary.

- **MESSAGE BOXES**

Each associate/active status physician has designated message boxes.

1. In the Medical Records Office which is located in the hallway across from the Admin offices: In this box you will receive telephone messages, family physician copies of the Emergency forms, daily list of the physician's inpatients and any mail/memos directed to you.

Locums are not assigned a specific box in either area. Any messages, etc. are left in the physician's box for whom the locum is working.

- **PHYSICIAN AVAILABILITY**

It is expected that during normal working hours (Monday - Friday 0800 - 1600 hours) each physician assumes responsibility and manages care for his/her own patients in hospital or those presenting in Emergency. If a physician is unavailable for any reason, it is the physician's responsibility to arrange for replacement and to notify the hospital administration and switchboard operator, in writing, of any changes.

A list is circulated daily regarding physician availability.

- **Physician On-call System**

PURPOSE:

Physician on call system is to provide physician coverage on a 24 hour/day, 7 day/week basis for patients seeking treatment in the Emergency Department. On-Call Weekend lists are posted Fridays by Admin

POLICY:

1. Co-ordination of the Physician On Call System is a medical staff responsibility. The Emergency/Ambulatory Care Committee is responsible for monitoring the system.
2. There will be one active or associate medical staff member or experienced locum on call/on standby at all times.
3. The chairman of the Emergency Ambulatory Care Committee (or any other member if chairman is unavailable) is notified by the In-charge Nurse if problems with availability occur.
4. The master copy of the call schedule is kept in Administration/CCO Office. Any change to the schedule must be recorded on the master copy.
6. The designated On Call Physician may enter into an agreement with another physician to trade call hours, take on call, or turn over on call to another physician; however it is his/her responsibility to notify Administration Office and hospital switchboard of any changes and to ensure that two inexperienced locums do not share call without an active/associate physician on standby. If problems arise with physician availability, responsibility for providing coverage remains with the original designated physician.
7. The On Call Physicians assess and treat patients in the Emergency/Ambulatory Care Department and respond to urgent and emergent inpatient problems.
8. Switchboard has up-to-date lists for:
  - Physician on call ( updated weekly and distributed on Friday)
  - Anaesthetist on call
  - Physician consultant availability
  - Physician's availability
    - Dates/times of unavailability.
    - Name of replacement
  - Dentist on call
  - Hospital personnel on call for Laboratory, X-ray, Operating Room, Administration,
  - Physiotherapy (weekends)
  - Chaplains.



PROCEDURE:

**1. On Call Schedule**

- 1.1 The schedule will be drawn up and circulated to physicians and appropriate departments by Administration at least one month in advance.
- 1.2 The individual physician is responsible for noting and planning for his/her dates on call.

**2. On Call System**

The Emergency Room On-Call System at Cowichan District Hospital uses two physicians.

If doctor on call is also anaesthetist on call for the day, a doctor will be scheduled as GP back up.

All patients who do not have a Family Doctor in town (visitors, tourists, other) who present in the Emergency Room during the day are seen by the Hospital Call physician.

ER On-Call Shifts 0800-1400 / 1400-2000 / 2000-0200 / 0200-0800

• **Location of Call Schedules**

Copies of the physician On-call schedules are posted in the doctor's lounge, kept at Administration Office, switchboard and emergency. A copy is emailed to each physician

*The Call Schedule in the Administration Office is the Master Copy and any changes must be directed to Admin – NOT the Doctor's Lounge or any other copy. **Changes in Call are to be sent to Administration in writing or by email – in a timely manner so that all departments can be notified.***

• **PAGERS**

Each physician is responsible for obtaining his/her own personal pager. Please advise Administration of any changes.

• **MOST RESPONSIBLE PHYSICIAN (MRP)**

A consultant specialist contributes in three different ways:

1. Take over complete care of the patient (i.e. become MRP).
2. Take over one or a limited number of issues with the patient care. Here, the GP would remain MRP and the consultant would write orders, for example, pain management only.
3. Play only a consulting role. Here, the consultant would write "Suggestions" either on the order sheet, or in the notes, but leave it to the GP to write the actual orders and retain complete care of the patient.

In the first instance, the consultant becomes the MRP. In the other two instances, the GP remains MRP. All of these are legitimate roles for the specialist, depending on the needs of the patient.

When consulting with a Specialist, please make your expectations clear; what you are expecting them to do and what role you each will play. Any change in the MRP status must be made through a Doctor's Order. The Specialist, when signing off a patient must also do so explicitly as an order, and reassign the GP as MRP after the usual discussion with the GP in handing the patient back to them.

To aid in keeping the MRP clear, there is label on the spine of the patient's chart that indicates the MRP. If your name is there, you're it. If you want someone else to be MRP, discuss it with them and write the order.



## HOSPITAL DEPARTMENTS/SERVICES/UTILIZATION

- **ADMITTING**

Monday to Friday 0800 - 1500 hours, all requests for inpatient admissions are processed through the Clinical Coordinator or Charge Nurse for the unit. Monday to Friday 1500 - 0800 hours, weekends and statutory holidays, the Charge Nurse for the unit maintains bed allocation.

Patients, who are deemed elective or non-urgent admissions, may be placed in a waiting list if a suitable bed is unavailable.

- **MEDICAL IMAGING (Radiology/Ultrasound)**

All x-ray and ultrasound requisitions require a pertinent history.

Hours of operation are listed under Department Hours of Operation of Table of Contents. A technician is available on-call at all other times. Patients seen in emergency, who don't require an immediate x-ray, can come to the department from 0800 to 0830 the next morning and be done right away.

Radiology Images and reports are available through the Central Island PACS at workstations throughout the hospital. The workstations can be found in Emergency, ICU, OR, Medical Surgical, Labour & Delivery, and Medical Imaging. Medical Imaging information may also be accessed from medical offices off site that have set up remote access.

A radiologist is available in the department Monday - Friday 0900 - 1600 hours. X-rays done without a radiologist in-house require a physician's provisional diagnosis to be written on the x-ray requisition.

I.V.P.'s can be done without a radiologist in-house; however the physician must inject the contrast and remain available to treat the patient should a problem arise.

Diagnostic Ultrasound may be done on an emergency basis after hours, depending on availability of the ultrasound technician and a radiologist.

A portable x-ray machine is available for critically ill patients in Emergency.

The following points may be considered when deciding to call in laboratory and x-ray after hours.

- a) The well being and best interests of the patient should be the first consideration.
- b) Consider how an immediate laboratory test or x-ray would affect the immediate management of the patient.
- c) Call-backs are expensive to the hospital.

- **LABORATORY**

Hours of operation for inpatients and outpatients are listed under Department Hours of Operation (see Table of Contents).

Lab results via the computer system for Chemistry, Urinalysis, Haematology and Coagulation are available to password holders on the ward terminals and in the Medical Library. Access to the Cerner system is controlled. For a training session and to gain access, please contact the Administration Secretary at local 44290 who will make arrangements with Information Services.

The Laboratory Administration Manual has a "Laboratory Stat List", policy number I-45, which lists tests which may be requested on a '**STAT**' basis.

## PHARMACY

### PURPOSE:

The Pharmacy Department is responsible for the control of medication in all areas of the hospital. Control involves the safe, rational, economic and legal use of drugs in the hospital. DRUG USE CONTROL comprises a system of knowledge, understanding, judgements, procedures, skill, controls and ethics to ensure optimal use of medications, thereby promoting quality patient care.

### FUNCTIONS:

Pharmacy responsibilities can be viewed as two distinct areas of concern:

#### 1. Drug Distribution (product-oriented) - including:

- a safe and effective drug selection and distribution system as defined in the Standards of the Canadian Society of Hospital Pharmacists
- manufacturing and labelling
- formulary maintenance and publishing
- responsibility for drug product selection, procurement, storage, control and security
- administrative duties
- handling of investigational and emergency release drugs

#### 2. Clinical Component (patient-orientated) – including:

- drug utilization evaluation
- drug monitoring
- adverse drug reaction reporting
- patient counselling
- education programs
- drug information dissemination
- multidisciplinary patient reviews
- maintenance of patient profiles

### HOURS OF SERVICE:

Refer to Cowichan District Hospital Department Hours in this manual.

### LOCATION:

The Pharmacy is situated on the main floor adjacent to the left-hand elevator as you travel down the corridor to Patient Care.

### MANUALS/COMMITTEES:

Detailed information on specific medication-related policies and procedures (including Formulary listings, Parental Therapy Manual) are contained in the Medication Manual, which is maintained by Pharmacy. Copies are available on all wards and in the Medical Library. Medication related matters fall under the jurisdiction of the Pharmacy and Therapeutics Committee.

### REFERENCES:

Policies, procedures, standards and terms of reference are in accordance with legal requirements of the *Food and Drug Act of Canada*, the BC Pharmacist, Pharmacy Operations and *Drug Scheduling Act*, hospital Accreditation standards and standards of the Canadian Society of Hospital Pharmacists.

**PHYSICAL MEDICINE**

The Department of Physical Medicine is located on the main floor in the area between Laboratory and Doctor’s Entrance and Lounge.

The Department treats inpatients and outpatients by physicians' referrals. The staff are experienced in all fields of physical medicine - maternity, paediatrics, orthopaedics, neurology, rheumatology, general medicine - surgical conditions, dermatology and sports medicine.

Outpatient physiotherapy treatment is offered to those patients who fulfil the hospital criteria:

<b>A</b>	<b>Clients To Be Seen Within 5 Working Days</b>	
	1.	To prevent hospitalization.
	2.	Post surgical.
	3.	Early discharge from Acute Care.
	4.	Acute Respiratory.
	5.	Acute flare up of inflammatory disease.
	6.	Staff with Acute work-related injury.
	7.	Any patient referred for “at risk for falls”.
<b>B</b>	<b>Clients To Be Seen Within 10 – 14 Working Days</b>	
	1.	Sub-acute neuro.
	2.	Specialist referral not covered under “A”.
	3.	Chronic Arthritis.
	4.	Staff with sub-acute injury.
	5.	Patients who are physically unable to access private treatment in a clinic.
<b>C</b>	<b>To Be Placed On Waiting List and Will Be Seen When “A” &amp; “B” Are Clear</b>	
		Any patient who does not have extended medical and is unable to access private treatment at a clinic.

August 26/04

## **LONG TERM CARE CASE MANAGEMENT**

The Long Term Care (LTC) Case Manager is responsible for assessing patients in CDH deemed Alternate Level of Care (ALC) for discharge planning when they require the services of Home and Community Care. These services include home support services, Adult Day Care and wait-listing for Assisted Living and Residential Care.

Long Term Care Case Manager Duties include:

1. Monitoring of known Long Term Care clients during their hospital stay to ensure a smooth transition of service from hospital to community/facility.
2. Assessing the patient's/family's needs after discharge.
3. Participating in twice weekly Discharge Planning rounds.
4. Providing information about appropriate Community Services and resources.
5. Liaising with physicians, families and appropriate services.

The LTC Case Manager hours are: Monday to Friday from 0830 – 1600.

## **SOCIAL WORKER**

There are 2.4 FTE's social workers. There is social coverage Monday thru Friday from 0800 to 1600. Referrals can be made by leaving an order on the chart/and or phone message. Social Work office is on 4<sup>th</sup> Floor across from Psychiatry. All social work staff carry cell phones and numbers can be accessed from the ward clerk on the floor.

Charting is done in the chart under the multidisciplinary section in the chart.

Social work staff is available to assist with discharge planning/community resource counseling/adult guardianship issues/pt/family case conferences/liaison with income assistance and child protection issues/all adoptions are coordinated thru the SW department/bereavement support/assistance with transportation/complex care planning and transition/assessing ongoing community agencies/assisting pt/families access appropriate services

. The CDH onsite office is **Room, phone local numbers 44208 and 44358..**

## **DIABETES EDUCATION CENTRE**

The Diabetes Education Centre is located off site at:

121 Ingram Street, Duncan BC

Phone : 250 -737-2004

Reception :45600

## **MEDICAL SURGICAL DEPARTMENT:**

### **Philosophy**

The staff on Medical Surgical Department believe in a team approach for delivering optimal patient care. Each profession and department has an important contribution to make in promoting the health of our patients.

### **Method of Communication**

The nurse looking after a patient has the best knowledge of his/her condition. Physicians should know the room number of the patient then check the white board to find the name of the RN looking after your patient. The nurse can then answer any questions which cannot be found by checking the patient's chart.

Communication with physicians (i.e. drug re-orders or special concerns) is written by an RN on the "hit list" at the nursing station. Please look for and read these notes. A line through the note or an initial will let the nurse know that you are aware of her concern.

### **The Chart**

#### **Medications**

Patient Medication Profile is a list of all the drugs a patient has been on while in hospital. A drug that has a green highlighter through it has been discontinued. This form is kept across from the doctor's order sheet.

Medication Administration record is kept on the medication cart.

#### **Doctors Order Sheet**

Kept at the front of the chart across from the patient medication profile. Physician orders are faxed to Pharmacy. Any changes to orders must be written as new orders otherwise there is a discrepancy between the original and the pharmacy copy.

Patients being transferred local facilities need their discharge orders written on a new doctor's order sheet as these accompany the patient back to their facility.

#### **Assessments**

The emergency room form, Medical and Nursing histories and assessments by the Dietician and Physiotherapist are all kept in this section. Physicians progress notes are also kept in this area. These notes help all departments know what the physician's overall plan is for their patient.

#### **Flow Charts**

Are used to document vital signs, treatments and activities of daily life.

#### **Progress Notes**

Are used to document nursing care, assessments and resolution of problems. Notes on discharge planning by the Long Term Care Case Manager and the dietician can also be found here.

#### **Discharge Planning – Physician Use**

Used to facilitate early discharge. Planning and expected date of discharge should be indicated.

## **REFERRAL OF PATIENTS TO LOCAL PHYSICIANS, SECONDARY OR TERTIARY CENTRES**

If a problem is encountered that is beyond your level of competence (or comfort) or needs treatment beyond locum privileges, refer. Consider local consultation first as many problems can be managed here. Should transfer out be necessary, our specialists can advise which other specialists are available and appropriate in other centres.

#### **Local Medical Resource People**

- i) Internal Medicine -
  - ii) Surgery including selective orthopaedics -
  - iii) Anaesthesia (as per on-call schedule) -
  - iv) Paediatrics -
  - v) Psychiatry -
  - vi) GP Obstetrics/Gynaecology -
  - vi) Radiology -
  - vii) Dentistry - on-call roster available in Emergency/Switchboard/Administration
- The Internist (or designate) co-ordinates all admissions to ICU.
  - Dr. may be contacted for consultation if you have a patient to admit under the *Mental Health Act* and if there is no security room available on Psychiatry.

#### **Telephone numbers to arrange ambulance transfer are:**

- a) Dispatch for road transport - 1-800-668-9912
  - generally for road transfers to Nanaimo, Victoria and, occasionally, Vancouver.
- b) Provincial Dispatch for air evacuation 1-800-561-8011
  - The telephones (local 48814) in Emergency and ICU (local 48159) have long distance capability and may be used for either of the above numbers. The switchboard operator will connect you if you are calling from a restricted phone.

## **Access to Department:**

The Emergency Room is card accessed only . There is also a door with signage “Staff Only” in the corridor just down from Triage/Admitting with the same access.

## **A. General Information**

Cowichan District Hospital has a responsibility to the community to provide adequate emergency coverage to ensure that appropriate attention is given to patients within a reasonable period of time. All patients are triaged by the Emergency nurse and prioritized according to CTAS guidelines.

Most patients who come to Emergency perceive that they have a problem, which needs medical attention even if we may not share their assessment level of urgency. However, some individuals may be suspected or seeking/abusing controlled substances and there is an information B ALERT system in place which may be helpful in this regard. Two other alert systems are in place: 1) A ALERT provides information on specific patients. (re: suggested treatment or diseases - diabetes). 2) AOP ALERT acting out patient information. The nursing staff in Emergency will access all ALERT information for you.

## **Accidental Exposure to Blood and Body Fluids**

Cowichan District Hospital has a policy and procedure in place for treating accidental exposure to blood and body fluids. **Any person** in the community who has an accidental exposure should be assessed and treated as soon as possible, as the literature indicates that there is a two-hour post exposure window when anti-retroviral therapy should be started (if indicated).

In Emergency, there is a copy of the policy/procedure, a package containing the documentation and requisitions required, guidelines for treatment of exposure from the BC Centre for Excellence in HIV/AIDS Care (including a toll free number for consultation) and a starter kit containing anti-retroviral medications.

The staff in Emergency will assist you to make sure you have everything you need to treat patients who present with an accidental exposure.

## **Duties of Physicians On Call**

Emergency Room physicians will make every reasonable effort to respond quickly and attend as soon as possible.

The physician on-call is expected to manage problems up to and not beyond his/her level of competence. Patients requiring short stay treatment only should always be advised re: follow up advice should be documented on the Emergency/Outpatient Form. When patients require admission to acute care, the work up should cover the first twenty-four hours with appropriate consultations as indicated (including certification under the *Mental Health Act* if indicated).

To date, it is desirable and highly recommended, but not mandatory that physicians working in the Emergency Department have or obtain certification/recertification in ACLS/ATLS.

## **B. Physical Layout**

- The main treatment area has XXcurtained stretchers bays
  - Stretchers 1 – 5 are for admitted medical/surgical patients
  - Stretchers 6 – 10 are for cardiac monitoring
  - Rm 11 (11a & 11b) is a secludable room
  - Rm 12 is the gynecology exam room with electically adjustable stretcher/stirrups
  - Rm 13 is the pediatric room
  - Rm 14 is the cast room.
  - Two trauma bays are available



- The Patient Waiting Room outside the Emergency Department is a shared space for ER, ACU and Medical Imaging patients
- Triage and Admitting are located between the Er entrance and the ER department.
- A dictation room is located in the Medical Records Room.

### **C - Documentation**

The standard method of documentation used in Emergency is the S.O.A.P. format. Included in the documentation should be:

- a. diagnosis
- b. treatment
- c. follow up plan and/or patient instruction

An Emergency information Sheet with follow up instructions for a variety of common illnesses/injuries is available and should be given to patients on discharge.

- **INTENSIVE CARE DEPARTMENT**

Admissions to the Intensive Care Unit are via a specialist in Internal Medicine, Surgery or Anaesthesiology

The Intensive Care Unit is located on the 2<sup>nd</sup> floor.

## HEALTH RECORDS/DOCUMENTATION

- **Dictation Service**

Transcriptions are processed through Nanaimo Regional General Hospital. Access to the dictation system can be arranged through the Administration Secretary. Your MSP billing number is the pass code. To access the Dictation Line from outside the hospital, dial 1-866-755-7614.

There are five dictation stations available:

- Two – Medical/Surgical unit
- One – Operating Room Lounge
- One – Health Records department
- One - ICU

[February 19, 2007 memo: To protect the patients' confidentiality, physicians are requested to use the dictation rooms rather than dictating at nursing station telephones.]

There are instructions for use at each station. To speak to a transcriptionist, dial 1-250-740-2628 from outside the hospital; within the hospital dial local 52628.

- **Histories/Physical Examinations**

The standard is that a history and physical examination will be on the patient's chart within 48 hours of admission.

- **Incomplete Charts**

Incomplete charts are placed in the physician's box in the Health Records department. Physicians have fourteen (14) days from the day the chart is placed into his/her box to complete it.

A chart count is done on the first Wednesday of every month. Any physician who has incomplete charts over fourteen (14) days old will be notified by written notice from the Health Record Department. Charts are expected to be completed within fourteen (14) days of the date of this letter. Failure to complete charts will result in loss of hospital privileges.

## EMERGENCY PROCEDURES

- **Cardiac arrest/CODE BLUE**

- ◇ initiated by physician or nurse
- ◇ may be initiated by dialling 333
- ◇ once initiated, the switchboard operator notifies designated medical and hospital staff including the anaesthetist on-call and internist (or his designate).
- ◇ refer to ACLS algorithms kept with the crash cart for specific management details
- ◇ the on-call physician is in charge until the arrival of the family doctor or specialist

- **Trauma Code**

- ◇ initiated by the physician or nurse
- ◇ initiated for patients presenting with traumatic injuries which are critical/life threatening
- ◇ once initiated, the switchboard operator notifies designated medical and hospital staff including the anaesthetist on-call and surgeon on call.
- ◇ the on-call physician is in charge until the arrival of the family doctor, or surgeon

- **Fire/Evacuation Plan/CODE RED**

In the event of a fire and/or evacuation scenario, the hospital has a plan in place dealing with such emergencies. Fire and/or evacuation drills are held monthly so that all staff are familiarized.

When the fire bell rings, physicians are expected to remain in the area where they are, to obey the person who is in charge and to assist if requested.

Please keep the fire doors closed and do not use the elevators during that time.

- **Disaster Plan/CODE ORANGE**

The hospital has a disaster plan which is activated by the senior person on duty should the need arise.

A copy of the plan is located on each nursing unit.

- **Emergency Response Team/Security Alert – CODE WHITE**

A copy of the Code White policy (#III-c-35 in the Hospital-Wide Policy & Procedure Manual) follows this page.

Emergency/Ambulatory Care Manual (V-50)   
Psychiatric Unit Manual (VI-5)   
Intensive Care Unit Manual (II-58)   
OH&S Manual   
(Prevention & Mgmt. of Violence in the Workplace)  
Nursing Orientation Manual   
Physician Orientation Manual   
Policy  Procedure

Page: 1 of 6  
Date:  
Revised: June 6, 2012  
Issued By:  
Emergency Plans Committee  
Approved By:  
Site Operations Committee

**SUBJECT:** Code White: Emergency Response Team/Security Alert

**PURPOSE:**

To alert all areas and respond to actual or potential security situations such as intruders, violent behaviour, acting out situations, verbal aggression or any other threatening situation.

**POLICY:**

1. Designated staff (i.e. all staff in Psychiatry, Emergency, ICU, Day Care, PAR, Admitting, Lab – after hours, Staffing – after hours), and staff working in areas where they may be on their own, must wear the Personal Alarm Transmitter (PAT).
2. Testing of Personal Alarm Transmitters must be conducted weekly and logged in department records.

3. **If at any time, the situation is escalating to involve physical or verbal threats to a staff member; use of an object as a weapon against staff; damage to hospital property or there is more than one person acting out, the RCMP must be called.**

**PROCEDURE:**

1. Any staff encountering a threatening situation should call a Code White.

**If at any time a weapon is known or suspected to be present, RCMP must be notified in addition to calling a Code White.**

- a) For those staff wearing a Personal Alarm Transmitter, a Code White is initiated by pressing the push button on the Personal Alarm Transmitter.
- b) For those staff not wearing a PAT, alert co-workers by calling for help, pushing the “Staff Assist” button at the head of the bed or pulling the assist cord in the bathroom and have a staff member call Switchboard by telephone and state “Code White and the location”.
2. **Duties of the Switchboard/Admitting Staff:**
  - a) On receiving a Code White call, either by PAT or by telephone, the Switchboard operator will announce over the public address system “Code White”, followed by the location – x 3.
  - b) The Switchboard operator will also notify the Security Guard on duty of the Code White and location via the two-way radio.
  - c) On direction from staff, the Switchboard operator will notify the RCMP by calling 911 and stating:  
“Police needed immediately at Cowichan District Hospital”.

**CDH POLICY & PROCEDURE MANUAL**

**Number: III-c-35**

Emergency/Ambulatory Care Manual (V-50)   
Psychiatric Unit Manual (VI5)   
Intensive Care Unit Manual (II-58)   
OH&S Manual   
(Prevention & Mgmt. of Violence in the Workplace)  
Nursing Orientation Manual   
Physician Orientation Manual

Page: 2 of 6  
Date:  
Revised: June 6, 2012

**SUBJECT: Code White: Emergency Response Team/Security Alert**

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State:

- department/area
  - name and position
  - any details – especially if a weapon is known or suspected to be involved
  - acting out person's name, if known (this does not contravene FOI)
- e.g. "Police needed immediately at Cowichan District Hospital. This is Jane Doe from Switchboard. The nurse reports the possibility of a knife involved (include the person's name – if known)."
- \* DO NOT use the term "Code White" when calling RCMP.

3. The following staff will respond to code white calls:

- i) Medical/Surgical staff - 2 staff members, 24/7 (RN on B2, LPN on B1 and RN from A1 if possible)
- ii) Emergency Room staff – 1 staff member, if able, 24/7
- iii) Psychiatry staff – 1 staff member, 0700-2300 (no Psychiatry staff available after 2300)
- iv) Security Guard

4. Designated staff reporting to a Code White are to follow the directions of the Team Leader or designate.

### **Roles and Responsibilities of the Code White Team Leader**

As in any team, the Code White Response Team needs a leader to organize and direct the activities of the team. The role of the Team Leader is not specific to any one person. It is usually the individual who calls the Code White or it may be the first person on the scene as they are aware of the circumstances of the situation.

The role of the Team Leader is to help minimize real or perceived risk of the physical harm to patients, visitors, property or other staff members. To help do this the Team Leader will:

- A. Identify themselves to the responders as the Team Leader by stating, "I am \_\_\_\_\_, the Team Leader.
- B. Provide the responders with a brief overview of the situation and the planned intervention.
  - Reason for the Code White call.
  - Brief details of current situation.
  - Name of acting out patient.Eg. "Mr. Smith is an intoxicated visitor who has been asked to leave the hospital because of his aggressive behaviour. He has a knife in his jacket pocket. He needs to sit down quietly in the Health Square until a ride home is arranged."

**CDH POLICY & PROCEDURE MANUAL**   
Emergency/Ambulatory Care Manual (V-50)   
Psychiatric Unit Manual (VI5)

Number: III-c-35  
Page: 3 of 6  
Date:

**SUBJECT: Code White: Emergency Response Team/Security Alert**

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- C. Ensure safety of the team member
- i) Instruct a team member to notify the RCMP of the situation, including if he has a weapon, by calling 911 - provide patient's name to RCMP if known.
  - ii) Encourage team members to remove scissors, glasses, pens, stethoscopes etc. that may be damaged or used as a weapon.
  - iii) Instruct a team member to remove equipment, furniture, etc from the area, if it can be done safely.
  - iv) Instruct a team member to remove other patients or visitors from the area to ensure they are safe.
  - v) Ensure acting out person has an escape route.
- D. Assign team members (including the security guard if on duty) to specific tasks/positions.
- i) Assign a team or elect themselves to attempt to de-escalate the situation by talking calmly to the agitated individual. Eg. " Mr. Smith, you appear upset, but before I will talk with you, I need you to lower your voice, and put your knife on the floor."
  - ii) If the person is unco-operative, have team members stand by and wait for the RCMP to arrive.
  - iii) If the person is co-operative, team members assigned to do the talking will approach the individual on an angle. Encourage him to move away from the knife. Eg. "Let's go to the Health Square where we can sit and talk about what has upset you."
  - iv) The ideal situation is when the acting out person can be talked down, come under control, and the situation is defused. Team members with experience in defusing violent situations should identify themselves to the Team Leader (e.g. Psychiatry nurses, Emergency nurses) stating "I can do the talking".
  - v) If the acting out person is an unco-operative patient with no weapon the Team Leader will:
    - a) Instruct a team member to get medication ready
    - b) Instruct a team member to open the seclusion room or get Pineal Restraints ready.
    - c) Outline a plan of intervention to:
      - Immobilize the patient:
        - one team member on the right leg.
        - one team member on the left leg.
        - one team member on the right arm.
        - one team member on the left arm.
      - Escort the patient to the Seclusion Room.
      - Give medication.
      - Outline plan for each team member to exit the room.
- E. Provide follow up:
- i) Ensure all team members are able to safely return to their work area. They may need a short break (i e. breath of fresh air, first aid). Let their colleagues know where they are.
  - ii) Initiate defusing or debriefing sessions as indicated by notifying the co-ordinator of the unit in a timely manner.
  - iii) Ensure appropriate documentation of the incident is completed and submitted to manager/clinical co-ordinator.
    - PSLS – phone Staff Wellness & Safety
    - Post Intervention Code White Evaluation

**CDH POLICY & PROCEDURE MANUAL**   
**Emergency/Ambulatory Care Manual (V-50)**   
**Psychiatric Unit Manual (VI5)**   
**Intensive Care Unit Manual (II-58)**   
**OH&S Manual**   
**(Prevention & Mgmt. of Violence in the Workplace)**  
**Nursing Orientation Manual**   
**Physician Orientation Manual**

**Number:** III-c-35  
**Page:** 4 of 6  
**Date:**  
**Revised:** June 6, 2012

**SUBJECT:** **Code White: Emergency Response Team/Security Alert**

It is important to remember that VIHA employees are not expected to “take down”, or get actively involved with any client or person who is actively violent. The role as a Code White responder is to:

- be part of a “show of force”
- assist moving other clients to a safer location
- move equipment/tools out of the way so they can’t be used as a weapon against employees
- assist to restrain a client if safe to do so
- assist as needed until RCMP arrive

5. Once all responders are present, the PAT that initiated the alarm is to be reset to cancel the alarms sounding at all the consoles.

#### 6. **Code White at Switchboard**

If an event occurs at the Switchboard/Admitting area, where the Switchboard staff feel threatened, a Code White is to be initiated.

The Code White is initiated by activating the PAT.

The RN/LPN on Psychiatry will be responsible for overhead paging “Code White at Switchboard” x3 to initiate the Code White response.

If Switchboard observes a threatening or acting out event in the Health Square, Switchboard will overhead page “Code White in the Health Square” x 3 to activate the team response.

7. A Post Intervention (Code White Emergency Response Team Evaluation form #753) is to be completed after every Code White call including false alarms. The Team Leader or person who initiated the Code White is responsible for completing the report. Reports are to be sent to the department head who follows up and forwards the forms to the Site Director. The Site Director will submit the reports to the JOH&S monthly and to Wellness and Safety regularly.

#### 8. **Immediate follow up/defusing**

Immediately following a Code White response, the Code White Team Leader (or designate) will call the team together to ensure First Aid is rendered where needed and an opportunity is provided to connect with each other before team members return to their own work areas. Defusing should only take a few minutes and provides an opportunity to discuss the event in a supportive manner.



**CDH POLICY & PROCEDURE MANUAL**   
**Emergency/Ambulatory Care Manual (V-50)**   
**Psychiatric Unit Manual (VI5)**   
**Intensive Care Unit Manual (II-58)**   
**OH&S Manual**   
(Prevention & Mgmt. of Violence in the Workplace)  
**Nursing Orientation Manual**   
**Physician Orientation Manual**

**Number:** III-c-35  
**Page:** 5 of 6  
**Date:** 88  
**Revised:** June 6, 2012

**SUBJECT: Code White: Emergency Response Team/Security Alert**

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Everyone reacts to a critical incident differently, depending on factors such as type of event, length of incident, personal stress levels and amount of support provided during and following the incident. If further intervention is required, team members should bring this forward to their manager. At the same time, the Manager will initiate a group intervention as deemed necessary. This can be done through the CIS leader in Workplace Wellness & Safety by calling pager **978-3370**. The CSID leader will help to determine if an intervention would be helpful and the type of intervention required.

All staff members are able to access one-to-one assistance and support through the Employee and Family Assistance Program by calling 1-800-663-9099.

9. Staff members experiencing aggressive behaviour/verbal threats are to complete the phone (Employee Incident, Exposure, Symptom, Injury & Accident Investigation Report) even if no physical injury occurs.

**EQUIPMENT**

1. **The Personal Alarm Transmitter (PAT) system is a battery-powered security product. The transmitter is portable and, when triggered, transmits to receivers installed in the ceiling. The receivers activate the alarm at Switchboard and unit consoles.**
2. **The consoles will display "Code White" and the location of the receiver (in the ceiling).**
3. **The Personal Alarm Transmitter should be pinned to the non-dominant shoulder or attached to a belt depending on the model available.**
4. **To active the PAT, press the button once. To reset/cancel the PAT, press the button a second time.**
5. **Test procedure for PAT system**
  - a) **Phone Switchboard and state "I would like to conduct a Code White test for the (give department name)". Switchboard will overhead page "Attention, there will be a Code White test for (give department name). Please do not respond." x 2.**
  - b) **The tester will press the transmitter button. The alarm will sound on the consoles located at Switchboard and the nursing stations.**
  - c) **Reset/cancel the PAT by pressing the button a second time.**
  - d) **If the Code White alarm fails – not read on console – Switchboard is to contact the appropriate department and let them know.**

**CDH POLICY & PROCEDURE MANUAL**   
**Emergency/Ambulatory Care Manual (V-50)**   
**Psychiatric Unit Manual (VI5)**   
**Intensive Care Unit Manual (II-58)**   
**OH&S Manual**   
(Prevention & Mgmt. of Violence in the Workplace)  
**Nursing Orientation Manual**   
**Physician Orientation Manual**

**Number:** III-c-35  
**Page:** 6 of 6  
**Date:** 88  
**Revised:** June 6, 2012

**SUBJECT:** Code White: Emergency Response Team/Security Alert

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- e) *The department experiencing a failed Code White alarm must investigate:*
  - i) *replace battery in PAT*
  - ii) *send PAT to the electrician if indicated*
  - iii) *notify the electrician if the console displays an incorrect location*
- f) *Testing of PATs must be conducted weekly. Tests should be conducted in different areas in the department (e.g. bathrooms, patient rooms, storage rooms, staff rooms). All tests will be documented and records submitted to the department's clinical coordinator or manager.*
- g) *The staff member will change the battery(ies) in the PAT when a low battery is indicated (a short, audible beep heard every 20 seconds) or the PAT fails to function.*

#### **EDUCATION**

***It is mandatory that all new hospital staff attend the initial "Violence Prevention" session included in Orientation. Staff in low to moderate risk occupations can also attend this training as a refresher when needed.***

***Staff working in high-risk areas (e.g. Emergency, ICU, Psychiatry, Code White responders) must attend the eight-hour training session (Prevention and Intervention of Critical Incidents in Healthcare) as soon as possible after orientation. These staff must complete a four-hour yearly update.***

Policy  Procedure

SUBJECT: Physician On Call System

PURPOSE:

To provide physician coverage on a 24 hour/day, 7 day/week basis for patients seeking treatment in the Emergency Department.

POLICY:

1. Coordination of the Physician On Call System is a medical staff responsibility. The Emergency Services Committee is responsible for monitoring the system.
2. There will be one active or associate medical staff member on call/on standby at all times.
3. The Chair of the Emergency Services Committee (or any other member if Chair is unavailable) is notified by the Charge Nurse or designate if problems with availability occur.
4. Monday to Friday (except statutory holidays), 0800 to 1730 hours, there is one physician designated as "Hospital On-Call". This physician treats patients who present with no local family physician and treats critically ill patients when the family physician is unknown or does not have privileges.
5. The designated time for on call change is 1600 hours to 0800 hours, or 0800 to 0800 hours on weekends/statutory holidays. Any change must be communicated to the Admitting/Switchboard and the Charge Nurse in Emergency.
6. Patients who present on Monday to Friday between 0800 and 1600 will be assessed and treated by their family physician or designate.
7. The designated On Call physician may enter into an agreement with another physician to trade call hours, take on call, or turn over call to another physician; however, it is his/her responsibility to notify the hospital Admitting/Switchboard of any changes and to ensure that two locums do not share call without an active/associate physician on standby. If problems arise with physician availability, responsibility for providing coverage remains with the original designated physician.
8. The On Call physicians assess and treat patients in the Emergency Department and respond to urgent and emergent inpatient problems.

SUBJECT: Physician On Call System

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9. **Switchboard maintains and circulates as necessary, up-to-date lists for:**
- **Physician On Call**
  - **Anaesthetist On Call**
  - **Physician Consultant availability**
  - **Physician's availability:**
    - **Dates/times of unavailability**
    - **Name of replacement**
  - **Dentist On Call**
  - **Hospital personnel on call for: Laboratory, Medical Imaging, Operating Room/PAR, Administration, Physiotherapy (weekends) and Chaplains.**
10. **Anaesthesia Coverage – One physician/anaesthetist or anaesthetist is designated on call daily from 0800 to 0800 hours. Anaesthesia On Call provides anaesthesia coverage for emergency surgical cases, cardiac arrests, and trauma codes.**

**PROCEDURE:**

1. **On Call Schedule**
- a. **The schedule will be drawn up and circulated at least one month in advance.**
  - b. **The individual physician is responsible for noting and planning his/her dates on call.**
2. **On Call System**
- a. **Monday to Friday/0800 to 1600 hours; 1600 to 1730 hours**  
**Each physician is responsible for managing his/her own patients.**

**If the physician is unavailable during this time, he/she arranges for a replacement and notifies the Switchboard of the dates/times of unavailability and the name of his/her replacement.**

**Monday to Friday from 1600 to 1730, the designated Hospital On Call physician is responsible for treating patients; however, the Emergency nurse will attempt to locate the patient's family physician first. He/she has the option to see the patient. At 1730 hours, on-call is the Physician On Call.**

**A list is maintained at Switchboard and Emergency of physician's regular days off and their routine replacement.**

- b. **Monday to Friday/1600 to 0800 hours, Weekends/Statutory Holidays 0800 to 0800 hours the On Call system consists of three physicians, either:**
  - i. **2 Physicians**  
**1 Anaesthetist**
  - or:
  - ii. **1 Physician**  
**1 Physician/anaesthetist with 1 designated backup.**

SUBJECT: Physician On Call System

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- c. Overnight Call (2200 to 8000 hours)  
**From 2200 to 0300 on physician remains on-call and treats all patients who present during that time. From 0300 to 0800 the next on-call physician takes over. In both situations the second physician must remain available by telephone or beeper.**

**Patients presenting to the Emergency Room 1730 to 0800 on weekdays, or on weekends or holidays, will be seen by the Emergency Room physician as designated by the Switchboard.**

- d. Hospital Inpatients requiring physician assessment 1730 to 0800 hours, or on weekends:  
**Will be seen by the Emergency Room physician. The Charge Nurse of the department that needs the physician will coordinate the response.**

- e. Hand Off of Patients at End of Shift in Emergency:  
**(Ref: Cochrane Report: #3 – Standard of Practice)**  
**“Physician to Physician “ hand off of patients at shift change defined as when the Emergency Room Physician [ERP] or MRP is leaving the ED and will no longer be the directly responsible provider.**

**The ERP or MRP must clearly document on both the physician order and ED for or physician’s progress notes when transferring care to another ERP or MRP, at the time of transfer. The order should state that the initial ERP or MRP has transferred care to the incoming ERP or MRP, including confirmation of their acceptance of this transfer. The incoming ERP or MRP is responsible for the patient until disposition [includes discharge, admission to an inpatient bed, or transfer to another facility from ED, and signing off the patient chart.**

# COWICHAN DISTRICT HOSPITAL

## POLICY AND PROCEDURE MANUAL

Emergency/Ambulatory Care Manual (II-40)   
Physician Orientation Manual

Policy   
Procedure

Number: VIII-92  
Page: 1 of 1  
Date: 12/90  
Revised: 02/06  
Issued by:  
Clin. Coord., ER/Amb. Care  
Approved By:  
Emerg. Services Committee

**SUBJECT: Physician Attendance Times in Emergency/Ambulatory Care Department**

### **PURPOSE:**

1. To provide quality medical care.
2. To facilitate the orderly flow of patients through the Emergency Department.
3. To preserve/enhance the relationship of the medical staff and hospital in the community.

### **GUIDELINES:**

Response must follow parameters as outlined in the Canadian Triage Acuity System (CTAS). There should be good nurse/doctor communication regarding the medical problem and any interim investigations or management. Triage level will be provided to the physician upon first contact.