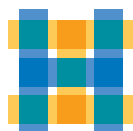


16th Edition
nygh.on.ca

PATIENT SERVICES DIRECTORY



Our patients come first in everything we do



**NORTH
YORK
GENERAL**

*Making a World
of Difference*



Welcome to North York General Hospital

At North York General Hospital (NYGH) we are committed to providing the best care and experience for our patients and their families. We are driven to advance health quality and sustainability through learning, inquiry and innovation.

NYGH's vision is based on what you, our patients and families, value. Together we developed our Patient Values, which include: respect, equity, safety, patient-focus, excellence, communication and trust. The Patient Values clearly set a bar of excellence that everyone at NYGH works to live up to.












Our governance and leadership are committed to providing the best patient- and family-centred care possible and to create a great work environment for our staff, physicians and volunteers.

NYGH is a leader in a number of areas. We are an early adopter of eHealth strategies that are transforming how we provide quality care and ensure patient safety. We were among the first hospitals to employ process improvement tools to advance the way we deliver care and we are a leading community academic hospital, preparing the health care providers of the future. We are achieving great things and our approach gives us the direction, the focus and the means to measure how we are doing. There is much work to be done, but optimism combined with wisdom, enthusiasm, and our learning culture will help us achieve our aspirations.

As a community academic hospital we are guided by our mission to provide compassionate and quality care to diverse communities in north Toronto and beyond. Together we're making a world of difference.



Table of Contents

	About Us	4		Additional Information	
	Directory: Clinics, Programs, Services and Units			Care Concerns.....	18
	NYGH sites	5		Chapel	18
	NYGH Medical Clinics and Programs	5		D.M. Alloway Health Resource Centre for Patients and Families.....	18
	NYGH Non-Medical Services	8		Diversity Services	18
	NYGH Patient Care Unit Nursing Stations	10		Fire Alarms and Exits	18
	Admission Information			Pharmacy	19
	Registration	11		Cafeteria and Food Services	19
	Accommodations (Hospital Rooms).....	11		Infection Prevention and Control	20
	Insurance Information	11		Local Information.....	20
	Discharge (Going Home)	11		Parking.....	21
	Your Privacy			Areas of Care	
	Collection of Personal Health Information	12		Cancer Care.....	24
	Important Information	12		Child and Teen Program.....	24
	Uses and Disclosure of Personal Health Information	12		Diabetes	24
	Contact Us.....	12		Diagnostic Imaging	24
	Your Safety	13		Emergency and Urgent Care ..	25
	North York General Foundation	15		Family and Community Medicine.....	25
	Stay in Touch!	16		Genetics	25
	Patient Values	17		Laboratory Medicine	25
				Maternal Newborn Care.....	25
				Medicine and Elder Care.....	25
				Mental Health	26
				Surgery	26
				Index of Contributing Advertisers	28

PLEASE NOTE: We are constantly changing to meet your needs.
The information presented here may be subject to change.

About North York General Hospital

North York General Hospital (NYGH) has proudly served our community since 1968. As one of Canada's leading community academic hospitals – affiliated with the University of Toronto – we offer a wide range of acute care, ambulatory and long-term care services.

We provide the best care possible for our patients and their families by focusing on operational and clinical excellence, learning and innovation, as well as being an active partner in the broader health care system. We are driven by an ongoing commitment to continually improve the services we provide to best meet the needs of our community and our employees.

Our 5,000 staff, physicians and volunteers embrace the belief that patients and their families are at the heart of everything we do. Our community academic hospital has solidified its reputation as the training institution of choice for many resident physicians, nurses and other health care providers. We are partners and are affiliated with many academic and research institutions.

NYGH is a member of the Central Local Health Integration Network (LHIN). With their support, our hospital continues to build on our strengths as a caring and innovative partner in health care for the region we serve.

Our Sites

NYGH is a multi-site community hospital serving north central Toronto and southern York Region.

General site: Our largest facility, the General site, is located at 4001 Leslie Street and offers a full range of services. All inpatient acute care services are located at the General site. Our 24-hour full service Charlotte & Lewis Steinberg Emergency is one of Canada's busiest emergency departments.

Branson Ambulatory Care Centre: Our Branson Ambulatory Care Centre is located at 555 Finch Avenue West and offers a wide variety of outpatient services.

Seniors' Health Centre: The Seniors' Health Centre is a long-term care facility located at 2 Buchan Court, providing inpatient and outpatient services for seniors. The primary focus of Specialized Geriatric Services is to help seniors living in our community maintain their sense of dignity and independence through improved health and quality of life. Admissions to the centre are made through your local Community Care Access Centre.



Directory: Clinics, Programs, Services and Units

NYGH Sites

General site	416.756.6000
Location: 4001 Leslie Street, Toronto, ON M2K 1E1	
Branson Ambulatory Care Centre	416.633.9420
Location: 555 Finch Avenue West, Toronto, ON M2R 1N5	
Seniors' Health Centre	
Location: 2 Buchan Court, Toronto, ON M2J 5A3	
Outpatient Geriatric Services	416.756.6050
Long-Term Care Home.....	416.756.0066

NYGH Medical Clinics and Programs

Assessment and Wellness Centre (WSIB Regional Evaluation Centre)	416.756.6835
Location: General site	
Bone Mineral Density Clinic.....	416.632.8742
Location: Branson Ambulatory Care Centre	
Breast Diagnostic Centre (BMO Financial Group)	416.756.6816
Location: General site	
Cardiac Education Program.....	416.756.6307
Location: General site	
Cardio-Respiratory and Neurology Service.....	416.756.6064
Location: General site	
High Volume Cataract Centre	416.633.9420 ext. 6601
Location: Branson Ambulatory Care Centre	
Centre for Complex Diabetes Care	416.635.2575
Location: Branson Ambulatory Care Centre	
Chemotherapy (Anne Tanenbaum Chemotherapy Centre).....	416.756.6704
Location: General site	
Chronic Disease Self-Management Program.....	416.756.6050 ext. 8060
Location: Seniors' Health Centre	

Day Medical Unit	416.756.6625
Location: General site	
Day Surgery	416.756.6230
Location: General site	
Diabetes Education Centre	416.635.2575
Location: Branson Ambulatory Care Centre	
Emergency (Charlotte & Lewis Steinberg)	416.756.6001
Location: General site	
Endoscopy Clinic	416.756.6925
Location: General site	
Family Medicine Teaching Unit.....	416.756.6980
Location: General site	
Genetics Program.....	416.756.6345
Location: General site	
Geriatric Services (Outpatient).....	416.756.6050 ext. 8060
Location: Seniors' Health Centre	
Hand Therapy	416.756.6669
Location: General site	
Heart Function Clinic	416.756.6978
Location: General site	
Laboratory Reception	416.756.6234
Location: General site	
Mother and Baby Follow-Up Clinic.....	416-756-6410
Location: General site	
Nuclear Medicine	416.756.6258
Location: Branson Ambulatory Care Centre	416.635.2550
Baruch/Weisz Outpatient Care Clinic	416.756.6577
Location: General site	
Mental Health	416.756.6642
Location: General site	
Adult Mental Health Outpatient Program.....	416.756.6655
Child and Adolescent Mental Health Inpatient Unit.....	416.756.6880

Day Hospital	416.756.6723
Adult Inpatient Care.....	416.756.6660
Geriatric Inpatient Care.....	416-756-6880
Women's Clinic.....	416.756.6642
Eating Disorders Program (Adults).....	416.756.6642
Location: Branson Ambulatory Care Centre	
Addiction Program.....	416.756.6642
Child and Adolescent Outpatient Mental Health.....	416.632.8703
Day Treatment Program	416.756.6642
Mental Health Clinic.....	416.756.6642
Assertive Community Treatment Team (ACTT).....	416.632.8708
Mental Health and Justice Treatment	416.632.8701
Outpatient Court Support	416.632.8701
Eating Disorders Program (Teens).....	416.635.2400
Location: Seniors' Health Centre	
Geriatric Psychiatry Clinic.....	416.756.6050 ext. 8060
Inpatient Occupational Therapy	416.756.6670
Location: General site	
Ontario Breast Screening Program.....	416.635.2550
Location: Branson Ambulatory Care Centre	
Orthopaedic and Plastics Centre	
(Gulshan & Pyarali G. Nanji).....	416.756.6153
Location: General site	
Osteoporosis and Fracture Prevention Clinic	416.756.6050 ext. 8060
Location: Seniors' Health Centre	
Pacemaker Clinic.....	416.756.6978
Location: General site	
Paediatric Complex Care Clinic	416.756.6479
Location: General site	
Pain and Symptom Management Clinic for	
patients living with cancer	416.756.6444 ext. 4138
Location: General site	
Parkinson's Program	
(The Fanny Bernstein Living Well with)	416.756.6050 ext. 8060
Location: Seniors' Health Centre	

Prenatal Classes and Tours	416.756.6337
Location: General site	
Pre-Operative Clinic	416.756.6375
Location: General site	
ProResp Inc. Home Oxygen & Respiratory Care	416.632.8700
Location: Branson Ambulatory Care Centre	
Prostate Centre (Gale and Graham Wright).....	416.635.2491
Location: Branson Ambulatory Care Centre	
Stroke Prevention Clinic.....	416.756.3504
Location: General site	
Speech-Language Pathology	
Inpatient Adult Services	416.756.6361
Location: General site	
Supportive Cardiology Program.....	416.756.6000 ext. 4522
Location: General site	
Total Joint Assessment Centre (TJAC).....	416.756.6000
Location: General site	
NYGH Non-Medical Services	
Research Ethics Board	416.756.6444 ext. 3485
Location: General site	
Corporate Communications and Public Affairs	416.756.6127
Location: General site	
Email: corporate.communications@nygh.on.ca	
North York General Foundation	416.756.6944
Location: General site	
Email: foundation@nygh.on.ca	
Gift Shop	416.756.6094
Location: General site	
Health Records	416.756.6207
Location: General site	
Human Resources.....	416.756.6008
Location: 4000 Leslie Street, Toronto, ON M2K 1E1	
Email: hr@nygh.on.ca	

Information Desk	416.756.6093
Location: General site	
Laboratory Reception	416.756.6234
Location: General site	
Patient Accounts.....	416.756.6131
Location: General site	
Patient Registration	416.756.6200
Location: General site	
Patient Experience Office.....	416.756.6125
Location: General site	
Email: patientexperience@nygh.on.ca	
Pharmacy	
Location: General site	416.756.6752
Privacy Office	416.756.6448
Location: General site	
Email: privacy@nygh.on.ca	
Spiritual and Religious Care.....	416.756.6311
Location: General site	
Security	
Location: General site	416.756.6049
Location: Branson Ambulatory Care Centre	416.633.4920 ext. 6040
Volunteer Services	
Location: General site.....	416.756.6088
Email: volunteer@nygh.on.ca	
Volunteer Services Centre for Medical Imaging	
Location: General site	
Reception and X-Ray Booking.....	416.756.6167
CT Booking	416.756.6190
MRI Booking.....	416.756.6118
Ultrasound Booking	416.756.6176
Mammography Booking	416.756.6172
Angio/Interventional	416.756.6189

NYGH Patient Care Unit Nursing Stations

Location: General site

Acute Geriatrics, 5 South East.....	416.756.6454
Adult Mental Health, 7 West	416.756.6660
Cardiology, 6 West	416.756.6614
Child and Teen Program, 3 North	416.756.6300
General Surgery, 5 North	416.756.6395
General Surgery and Gynaecology, 5 South	416.756.6324
Child/Adolescent and Geriatric Mental Health, 7 North	416.756.6880
Critical Care Unit, 6 South East	416.756.6458
Medicine and Stroke, 4 North	416.756.6388
Mother and Baby Unit, 2 West and 2 South	416.756.6286
Oncology / Freeman Centre for Palliative Care, 3 West.....	416.756.6617
Orthopaedics, 4 West	416.756.6398
Psychiatric Day Hospital, 7 South	416.756.6723
Respirology and Gastrointestinal (GI), 8 West	416.756.6507
Short-Term Rehab, 5 West.....	416.756.6608
Tippet Foundation Neonatal Intensive Care Unit, 2 North.....	416.756.6305
Volunteer Services Birthing Centre, 2 South East.....	416.756.6275
For numbers not listed	416.756.6000



Admission Information

Registration

Patient Registration, the admissions office, is located on the ground floor at the General site, across from the Gift Shop. Please ensure you have your health card with you and proper identification when registering at North York General Hospital (NYGH).

Accommodations (Hospital Rooms)

Types of Accommodations:

- Four beds: standard ward room. Cost is covered for Ontario residents with valid provincial health insurance (OHIP)
- Two beds: semi-private room. Semi-private rooms are not covered by OHIP, additional costs will apply
- One bed: private room. Private rooms are not covered by OHIP, additional costs will apply

We try our best to meet your accommodation preferences. Accommodations are prioritized by medical needs and will be granted according to availability.

Please ensure you understand the financial commitment you are making for the accommodation you request. For questions about hospital billing procedures, please call Patient Accounts at 416.756.6131.

Insurance Information

The hospital does not have direct access to your insurance company to verify coverage on your behalf. Please contact your insurance company directly or have a family member verify your coverage if you are unsure.

Discharge (Going Home)

Your health care team will make sure you and your family are prepared to be discharged from the hospital. Please ensure you have all your belongings, your aftercare instructions, prescriptions and follow-up appointments arranged. For more information about the hospital's discharge policies, please speak with your health care team.



Your Privacy

Collection of Personal Health Information

At North York General we collect your personal health information either directly from you or from the person acting on your behalf. With your consent, we may collect your personal health information from other sources if this information is needed to provide you with necessary treatment.

Important Information

NYGH is committed to protecting your personal health information from theft, loss and unauthorized access, use, disclosure, copying, modification or disposal. We conduct audits to ensure compliance and perform investigations as required.

Uses and Disclosure of Personal Health Information

NYGH uses and discloses your personal health information to:

- Treat and care for you
- Redirect and assist your visitors
- Collect payment for your treatment and care where necessary
- Fundraise for facilities, equipment and programs
- Comply with legal and regulatory requirements
- Conduct patient safety and quality improvement activities (such as patient satisfaction surveys)
- Teach
- Conduct research
- Plan, administer and manage our operations

You have the right to access your personal health records and to request a correction if you believe there are any errors. You also have the right to withdraw your consent for some of the above collections, uses and disclosures.

Contact Us

For information about how to request copies of your health records or to request a correction, visit "Your Health Information" under the "Patients & Visitors" section of our website or call 416.756.6209.

For more information about privacy protection, to make a privacy complaint or to withdraw consent, please contact us at 416.756.6448 or email privacy@nygh.on.ca

You also have the right to complain to the Information and Privacy Commissioner of Ontario.

Contact the Commissioner at 416.326.3333 or mail your concern to:

Information and Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8

Your Safety

Patient safety is everyone's responsibility. North York General staff, physicians and volunteers are committed to providing a safe environment. Our patients and visitors play an important role in creating a culture of patient safety. If you are visiting the hospital or receiving care, make sure to follow these eight tips to keep you or your loved one safe:

1. Know your medications

- Ask the reason for all of your medications.
- If you don't recognize a pill, don't take it.
- Get written information about your medications and read it.
- Make sure you can read and understand your prescriptions.

2. Know about your care

- You and your doctor should agree on exactly what will happen to you in the hospital.
- Know who is taking care of you (name of your doctor, nurse etc.).
- Know how long a treatment or procedure will last.
- Know how you should expect to feel after a treatment or procedure.

3. Enlist friends and family

- Ask a trusted family member or friend to stay with you as your "health care partner," especially if you feel the need for extra support or advice.
- Ask your health care partner to be your "eyes and ears" – to know what is happening to you and why.
- Ask your health care partner to speak up if something seems strange.
- Make sure your health care partner knows how you feel about resuscitation and life support.

4. Pay attention

- Watch what is happening around you.
- Know what is happening to you.
- If you don't know, ask.
- If you still don't understand, please ask again.



5. Speak up

- Voice questions or concerns.
- Don't be embarrassed to point out something that seems wrong.
- For example, you may want to ask about:
 - Treatments or procedures
 - Medications you should take and how to take them
 - The medical problem you have

6. Check for ID badges

- Look for ID badges – all staff, physicians and volunteers must wear one.
- Don't let anyone who is not wearing an ID badge care for you.

7. Make sure you are the right patient

- Staff must identify you before they provide care.
- They must use two methods of identification every time.
- It's always okay to remind staff to use two methods of identification.

8. Make sure staff wash their hands

- Everyone working in the hospital must wash their hands.
- Staff, physicians and volunteers must wash their hands before and after everything they do (this may not be in view of you).
- It's always okay to ask if a staff member, physician or volunteer has washed their hands.



For more information about safety, please contact the Patient Experience office at 416.756.6125 or email patientexperience@nygh.on.ca

Everything you need to know about ...

North York General Foundation

Exceptional care requires exceptional support. At North York General Foundation, we are grateful to each and every one of our supporters who understand the central role that North York General plays in caring for our community.

The Foundation supports our hospital's most urgent needs that aren't funded by the government, including:

- Equipment replacements and upgrades (e.g. ultrasound machines, surgical equipment, new beds, incubators, etc.)
- Infrastructure upgrades (e.g. redeveloping our cancer program space, expanding our cardiac care clinic, rebuilding Phillips House youth mental health space, etc.)
- Education, awards, and grants for staff and physicians
- Research and innovation initiatives (e.g. applied research chairs to improve patient care)

***Want to show your appreciation to North York General?
Here are some options!***

We know that many patients and families want to give back to NYGH for the exceptional care that they receive here. Here are a few great ways to do that:

1. Make a 'Say Thanks' Gift

You can 'Say Thanks' to a physician, staff member, volunteer or department by making a gift of appreciation (recipients will receive a recognition pin with a 'thank you' card from you). Make your gift online at:
www.nyghfoundation.ca/donate

2. Purchase a Baby Block

Celebrate the birth of your child or grandchild through the purchase of a Baby Block. This wooden block keepsake is engraved with your child's name, initial, date of birth and weight. In addition, your child can be recognized on the Baby Block Wall within the hospital. Purchase your block here:
<http://nyghfoundation.ca/ways-to-donate/baby-blocks/>

3. Become a Monthly Donor

Becoming a monthly donor is easy and convenient and helps the hospital plans for the future. Sign up now at: www.nyghfoundation.ca/donate

Contact the Foundation:

Phone: 416.756.6944

Email: foundation@nygh.on.ca

Foundation Office: First Floor, Steinberg Family Tower

Charitable Business Number 88875 1245 RR0001



Like us on Facebook:

@NYGHFoundation



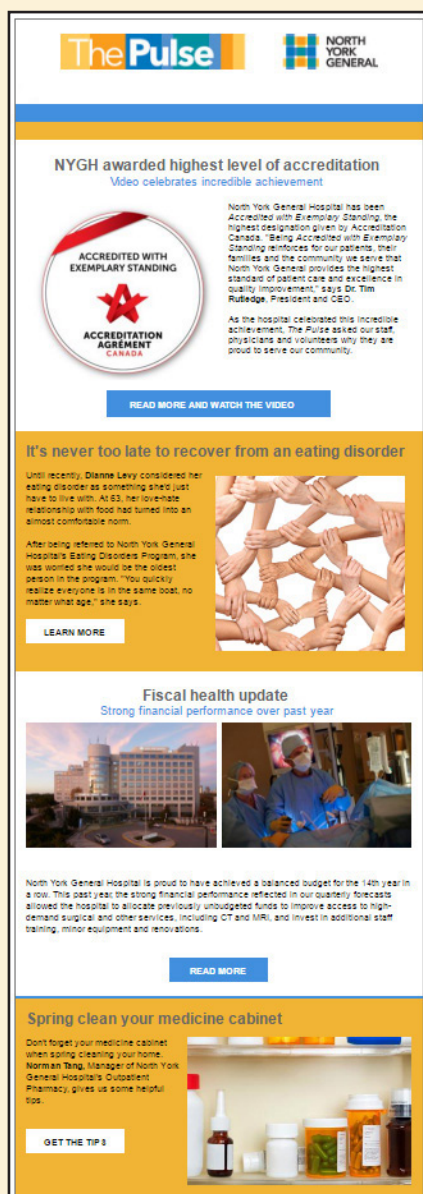
Follow us on Twitter:

@NYGHFoundation



Follow us on Instagram:

@NYGHFoundation



Sign up to stay in touch!

North York General Hospital's newsletter, ***The Pulse***, offers unique stories, news, tips from our experts, people profiles and videos.

Keep connected to our hospital by having ***The Pulse*** delivered right to your email inbox 10 times a year. Subscribe today by going to

www.nygh.on.ca/thepulse

Find us on Social Media!



Like us on Facebook:
@ NorthYorkGeneralHospital



Follow us on Twitter:
@NYGH_News



Follow us on Instagram:
@northyorkgeneral

Patient Values

North York General Hospital's Patient Values were created with help from patients, staff and members of our community.

All of us at NYGH are committed to living our values every day. Let us know what we are doing well and what we can improve.

The manager in the area where you or your family member is being cared for can help with any suggestions or concerns you may have.

If you would like to discuss your experience further, please contact the Patient Experience Office. The office is located at the General site, 4001 Leslie Street, ground floor, room GSE 114. Office hours are Monday to Friday, 8 a.m.–4 p.m.

Please call 416.756.6125 or email patientexperience@nygh.on.ca

As a patient,

I value...

I expect...

Respect

To be treated with kindness, compassion and courtesy.

My dignity to be preserved and my privacy to be honoured.

That I, and others important to me, will be involved in decisions about my care.

Equity

To be treated fairly and without discrimination.

Safety

Every effort will be made to protect me from harm.

Patient-focus

Care that is sensitive to my personal values, beliefs and cultural practices.

Excellence

Professional, high quality, coordinated and timely care.

Communication

To receive honest, meaningful information about my health and my care.

Trust

My care providers will live up to these values every day.

I will...

Show courtesy and respect.

Demonstrate understanding and patience.

Provide accurate information.

RESPECT



Additional Information

Care Concerns

Each unit has a Clinical Team Manager (CTM) who is responsible for quality care on their unit. If you have a concern about any aspect of the care being provided, please ask to speak with the CTM who will assist in addressing your concerns.

Chapel

General site:

The Louise Kirby Multifaith Chapel is located on the ground floor at the General site, near the Gift Shop. This is a 24-hour multifaith chapel. Sacred books and other religious items are available to assist with worship and prayer.

Branson Ambulatory Care Centre:

The multifaith chapel at Branson is located on the first floor, near the administration office and is open 24 hours a day. Sacred books are available to assist with worship and prayer.

Seniors' Health Centre:

The multifaith chapel is open 24 hours a day. Cultural and spiritual services are scheduled on a regular basis to fit a diverse range of spiritual and religious needs.

D.M. Alloway Health Resource Centre for Patients and Families

The D.M. Alloway Health Resource Centre for Patients and Families is located on the ground floor across from the Gift Shop at the General site.

This is a library for patients, visitors and community members to find

reliable health information. The centre houses a collection of brochures and pamphlets, two computers with access to the internet, a printer and online subscriptions for patient-focused health information. It is open 24 hours a day, seven days a week.

Diversity Services

Serving its diverse community of over 400,000 residents in North Toronto and beyond, North York General Hospital's mission, vision and values reflect our commitment to providing the best and safest care to our diverse communities. We recognize that one aspect of providing high quality care is being able to communicate effectively with patients and families in their language. To facilitate this, we offer all our patients and their families interpretation services.

To use our interpretation services for an appointment or while in hospital, please talk to your health care provider in advance.

Fire Alarms and Exits

Exits and stairwells are clearly marked throughout the buildings. During a fire alarm, all elevators return to the ground floor and are non-operational. All fire doors automatically close until there is an "all clear" announcement on the speaker system. You should stay in your room unless a member of the fire department or hospital staff asks you to leave.

Pharmacy

The Pharmacy is owned and operated by North York General. Get your prescriptions filled, purchase over-the-counter medications and medical supplies, and receive medication counselling and education services such as a smoking cessation program.

General site:

Location: ground floor
Monday to Friday from 8:30 a.m.–7 p.m.
Saturday and Sunday from 9 a.m.–5 p.m.
Fill your prescription by visiting the pharmacy, calling 416.756.6752, or online at www.nygh.on.ca

Cafeteria and Food Services

General site:

Cafeteria

Location: ground floor, cafeteria
Hours:
Breakfast: 7:30 to 10:30 a.m.
Monday to Friday
Lunch: 11 a.m. to 2 p.m.
Monday to Friday
On-the-Go 7:30 a.m. to 3p.m.
Monday to Friday
Statutory holidays: closed
Featuring: hot meals, soup, sandwiches, salads, fruit, pastries and desserts, snacks and more. Check out our weekly updated menu.

Pizza Pizza

Location: ground floor, cafeteria
Hours: 11 a.m. to 4 p.m.
Monday to Thursday
11 a.m. to 3 p.m.
Friday
Featuring: pizza

Starbucks

Location: Torokvei Atrium (ground floor lobby)
Hours: 6:30 a.m. to 9 p.m.
Monday to Friday

9 a.m. to 5 p.m.

Saturday

9 a.m. to 5 p.m.

Sunday

Statutory holidays: closed

Featuring: coffee, tea, pastries, sandwiches and assorted snacks

Tim Hortons

Location: ground floor, cafeteria

Hours: 7:30 a.m. to 4 p.m.

Monday to Thursday

7:30 a.m. to 3 p.m.

Friday

Location: first floor, west lobby

Hours: 24 hours a day

Featuring: On-the-Go quick café items, baked goods, breakfast sandwiches, and coffee.

Subway

Location: ground floor, cafeteria

Hours: 10:30 a.m. to 8 p.m.

Monday to Friday

10:30 a.m. to 6 p.m.

Saturday and Sunday

Jugo Juice

Location: Torokvei Atrium (ground floor lobby)

Hours: 8 a.m. to 4:30 p.m.

Monday to Friday

Thai Express

Location: ground floor, cafeteria

Hours: 11 a.m. to 4 p.m.

Monday to Thursday

11 a.m. to 3 p.m.

Friday

Vending Machines

Locations: Cafeteria and the Charlotte & Lewis Steinberg Emergency waiting area; beverage vending machines are located throughout the hospital

Hours: 24 hours a day

Featuring: assorted snacks and drinks

Branson Ambulatory Care Centre:

On-the-Go Kiosk

Location: first floor

Hours: 8 a.m. to noon

Monday to Friday

Featuring: coffee, tea, sandwiches, salads, pastries and soups.

Vending Machines

Location: first floor

Hours: 24 hours a day

Featuring: assorted snacks and drinks

Patient Food Services:

During their stay at NYGH, patients can choose from our Steamplicity menu for meals. All our meals are freshly made before they are delivered to you. Snacks are provided based on a written diet order. Please talk to your nurse or a food service associate if you have any questions about our patient food services.

Infection Prevention and Control

NYGH's Infection Prevention and Control Program (IPAC) help ensure policies and procedures are in place to prevent and control infections. All hospital staff receives infection prevention and control training to protect our patients from disease.

Patients also play an important part in reducing the spread of infectious diseases. Remember to wash your hands frequently during your stay and if your visitors are ill, ask them to postpone their visit until they are feeling better. If you wish to contact an infection control practitioner, please speak to a member of your health care team.

Local Information

Restaurants

Moxie's Classic Grill

1800 Sheppard Avenue East
647.426.6677

Oliver & Bonacini Cafe Grill Bayview Village

2901 Bayview Avenue
416.590.1300

Kelsey's

861 York Mills Road
416.441.2781

Baton Rouge Restaurant

5000 Yonge Street
416.218.0094

Boston Pizza

4841 Yonge Street #117
416.733.3172

Spring Rolls

4841 Yonge Street
416.250.7655

Shops at Don Mills

1060 Don Mills Road
416.447.6087

Hotels

Maryam Hotel North York

170 Willowdale Avenue
416.221.7236

The Westin Prince Toronto

900 York Mills Road
416.444.2511

Holiday Inn Toronto Yorkdale

3450 Dufferin Street
416.789.5161

Best Western Plus Roehampton Hotel & Suites

808 Mount Pleasant Road
416.487.5101

Holiday Inn Express Toronto-North York

30 Norfinch Drive
416.665.3500

Quality Inn & Suites East
22 Metropolitan Road
416.293.8171

TTC Information

Subway: Leslie Station – Sheppard Line
Sheppard trains run every 5-6 minutes every day.

Station Features:

- Accessible: Yes
- Token vending machine
- Centre platform
- Parking

Connections to GO Transit via Union Station

Bus: Leslie Bus # 51

Runs every 16 minutes during rush hour from 6–9 a.m. and 3:30– 6:30 p.m.

Runs every 30 minutes during non-rush hour. Stops running at 1 a.m.

Parking

Parking fees are used to support patient care.

General site:

Paid visitors' parking is available at the:

- Main entrance visitor parking lot
- Charlotte & Lewis Steinberg Emergency visitor parking lot
- Parking lot at 4000 Leslie Street (across the street from the hospital)

AutoPay machines are located in the parking garage and inside the hospital near the Emergency Department entrance. The AutoPay machines accept cash, Visa, MasterCard or American Express. The Parking Office is located outside the main entrance in the Visitor Parking Garage and is open from 8 a.m. to 8 p.m. seven days a week, including holidays. Parking Office: 416.756.6352.

Rates:

24 Hours or Less

- \$4.75 per half hour (30 minutes or less)
- \$22 day maximum (24 hours)
- \$24 day pass (24 hours, with in and out privileges)

Multiday

- \$55 (5 consecutive day pass, with in and out privileges)
- \$100 (10 single-use pass, no expiry date)
- \$120 (15 single-use pass, no expiry date)
- \$150 (30 single-use pass, no expiry date)

Please note there are no refunds, upgrades or exchanges.

Please do not park at the main entrance as it is a fire route and must be kept clear.

Branson Ambulatory Care Centre:

Paid visitors' parking is available in the front lot of the Branson Ambulatory Care Centre, accepting cash, Visa, MasterCard and American Express.

Rates:

- \$14 daily rate
- \$4 per ½ hour

Seniors' Health Centre:

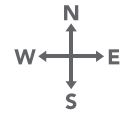
Paid visitors' parking is available near the main entrance to the long-term care home and near the day program entrance.

A pay and display machine accepts coins, Visa, MasterCard or American Express. City operated parking meters are located on Buchan Court.

PARKING MAP

North York General Hospital

 Visitor Parking



Patient Satisfaction Survey

We may ask you to share your opinion about your care and experience by completing an anonymous survey after you have left the hospital. This survey, by an external company called NRC Picker Canada, will be mailed to your home. Your feedback will be used to help us evaluate the care and services we provide and to improve how we provide care in the future.

Shops at the General Site

Gift Shop

Location: ground floor

Hours: 10 a.m.–7:30 p.m.

Monday to Friday

11 a.m.–5 p.m.

Saturday and Sunday

The Volunteer Services Gift Shop carries many products to make you stay more comfortable including: sleepwear, slippers, socks, personal care items, books, magazines, phone chargers, and sweets. We also have gift items such as baby and children's wear, toys, cards, ladies accessories and flower arrangements.

If you cannot visit the Gift Shop and would like to send a gift to a patient or a staff member, please call 416.756.6094 and a volunteer will arrange delivery of your gift.

The Gift Shop is entirely run by volunteers and all proceeds are donated to the hospital.

Vendors' Market

Location: ground floor, cafeteria
(also available at the Branson Ambulatory Care Centre)

General site hours: 8 a.m.–5 p.m.

Monday to Friday

Branson Ambulatory Care Centre
hours: 8 a.m.–4 p.m. Monday to Friday

The Vendors' Market allows vendors to come in and display a variety of merchandise for sale including toys, clothing and jewellery. The proceeds from the Vendors' Market are donated back to the hospital. For more information about the Vendors' Market please call 416.756.6444 ext. 4316 or email vendorp@nygh.on.ca

Visiting Hours

General site:

Visiting hours are between 11 a.m.–8 p.m. every day. Flexible visiting hours are given to parents visiting children and for those visiting critically ill or palliative care patients.

Seniors' Health Centre:

Visiting hours are between 9 a.m. to 7:30 p.m. every day.

Areas of Care

Cancer Care

North York General Hospital (NYGH) has one of the largest cancer care programs in the Toronto region, with recognized expertise in breast, colon and prostate cancers. Our comprehensive cancer care services provide screening, diagnosis, treatment, follow-up care and support. Patients and their families can quickly access a diverse range of cancer care services, including:

- The BMO Financial Group Breast Diagnostic Centre
- Anne Tanenbaum Chemotherapy Centre
- Freeman Centre for the Advancement of Palliative Care
- Gale and Graham Wright Prostate Centre
- Charlotte and Lewis Steinberg Familial Breast and Ovarian Cancer Clinic (Genetics Program)
- Colorectal Cancer Program

Caring for Seniors

NYGH has a strong tradition of providing innovative and compassionate care for seniors. Specialized Geriatric Services works to improve seniors' well-being and independence. Our clinics provide a wide range of services which include, but are not limited to: outreach teams, geriatric emergency management, Parkinson's disease, osteoporosis and fracture prevention and memory disorders. NYGH also has a long-term care home at the Seniors' Health Centre (SHC) where residents live in a supported environment. SHC also

offers convalescent care beds for people who need time to strengthen and recuperate before returning home.

Child and Teen Program

NYGH is the University of Toronto's number one community training site for paediatrics. Our hospital offers a wide range of medical and mental health services to meet the complex needs of infants, children and teens. Our services include paediatric surgery, nutrition, eating disorders and mental health. Our goal is to make our hospital more child friendly to help children feel like they are at home.

Diabetes

The NYGH Diabetes Centre has two unique centres to meet the needs of patients and their families with diabetes: the Diabetes Education Centre and the Central LHIN Centre for Complex Diabetes Care. Both centres enable and empower patients with diabetes-related needs to self-manage their health in order to achieve the best possible outcomes in a supportive and caring environment.

Diagnostic Imaging

The vast majority of patients treated at North York General Hospital rely on the comprehensive range of imaging services we offer to ensure an accurate diagnosis as well as the most appropriate course of treatment. The hospital's team of radiologists, cardiologists, respirologists, technologists, sonographers, registered nurses and support staff offer a wide variety of medical imaging and cardio-respiratory services at both

the General site (4001 Leslie St.) and Branson Ambulatory Care Centre (555 Finch Ave. W.).

Emergency and Urgent Care

NYGH is a leading provider of outstanding emergency care. The full-service Charlotte & Lewis Steinberg Emergency at the General site delivers high-quality care and treatment to over 120,000 patients and their families annually. This makes us one of the busiest emergency services in Canada.

Family and Community Medicine

NYGH believes that a trusted family physician should be central to your health care. That is why we offer one of the largest family and community medicine programs in Canada, with over 200 active family physicians. Our family practice network operates in partnership with hospital specialists, embracing continuity of care and leading-edge learning opportunities for physicians and allied health professionals.

Genetics

NYGH's Genetics Program offers a full range of consultation, diagnostic and support services. We have one of the largest cytogenetics laboratories and operate one of the largest maternal serum screening laboratories in the province. Our Genetics Program houses the largest genetics testing for Huntington Disease in Ontario and is the only one in Toronto.

Laboratory Medicine

NYGH's Laboratory Medicine

Department provides emergency testing to quickly meet the needs of both patients and physicians.

Laboratory Medicine provides emergency services 24 hours a day, 7 days a week. We work closely with various areas of the hospital at two sites offering a menu of approximately 100 different in-house tests and over 600 different referred-out tests. Our laboratory produces more than 1.6 million test results per year and performs as one of the best Pathology turn-around-times in the Greater Toronto Area.

Maternal Newborn Care

NYGH's Volunteer Services Birthing Centre safely brings more than 5,600 babies into the world each year. The centre's exceptional facilities enable the provision of integrated obstetrical services, including the adjacent Level 2 Tippet Foundation Neonatal Intensive Care Unit. The Maternal Newborn Care Program works hard to ensure the birth of a child is a positive experience for expectant mothers and their families; throughout their pregnancy, labour, birth and postpartum.

Medicine and Elder Care

NYGH's Medicine Program brings together experts from many fields to provide a wide range of inpatient and outpatient services. Some of our outstanding medical services include: general medicine, cardiology, and critical and acute care for the elderly. We continually provide excellent family and patient services for the elderly and serve our community with comprehensive diabetes, chronic disease and ambulatory services.

Mental Health

NYGH offers one of the most comprehensive ranges of mental health services for children, teenagers, adults and the elderly on an inpatient, ambulatory and outreach basis. Through our inpatient, partial hospitalization and outpatient services, we offer excellent continuity of care. Our team-oriented professionals are committed to providing high quality services that improve health outcomes. We have established partnerships with local, regional and provincial networks to make sure patients receive the very best care within the hospital and in the community.

Surgery

NYGH's Surgery Program is dedicated to providing excellent, safe and evidence-based surgical care close to home. We offer a comprehensive range of surgical services for all ages, including: cancer surgery, orthopaedic, paediatric, cataract, glaucoma and ocular oncology surgery, as well as expertise in otolaryngology (ear, nose and throat), urology, plastic surgery, oral, maxillofacial, general, vascular and thoracic surgery. The Gulshan & Pyrali G. Nanji Orthopaedic and Plastics Centre is the second busiest area of the hospital, following the emergency department. In addition, NYGH has the largest centre for orthopaedic joint assessment and surgery volumes in the Central Local Health Integration Network. The majority of surgeries take place at the General site, which has 12 state-of-the-art operating rooms outfitted with the latest minimally invasive equipment.

IT'S NOT JUST A BED.

IT'S A RACE CAR.

Help North York General
Hospital replace all of their
hospital beds by 2018



DONATE TODAY

Going
Beyond
Care.ca



NORTH YORK
GENERAL
FOUNDATION

BED CAMPAIGN PARTNER

PFAFF