Television
• There is a television available at each patient bedside (except in the sun room and treatment room on each unit and in 340 on 3B) for a daily rental fee. The instructions for renting are posted on the wall below the television or may be accessed by turning the television on. There is a hand remove for the TV with a built in speaker which can be used to adjust the volume and change the channel.
• There is a free public television located in the patient lounge (when not in use as a patient room).

Phone
• The phone is available at each bedside for a daily rental fee. Contact Patient Billing for rates and to have it connected:
  • Weekdays 9 am -10 pm – ext 6617
  • Weekends 10:30 am - 6:30 pm – ext. 6072.

Wi-Fi
• Internet Access can be purchased with any Major Credit Card or Prepaid Access cards from Season’s Gift Shop (Main Level).
• This service can be accessed through the Thunder Bay Regional Health Sciences Centre web site.

E-mail
• E-mail may be sent to patients by logging on to www.tbrhsc.net and then select the Patient Message E-mail Service icon and follow the instructions.

Patient Lounge
• There is a patient/family lounge located behind the Nursing station on each surgical unit. Family members of Neuro patients may wait in the 3C patient/family lounge.
• Please make the Nursing staff aware that family members are waiting in the lounge so that they can notify them when their family member has returned from the Operating Room.

Hand Hygiene
• To decrease the risk of the spread of infection, please use the alcohol hand sanitizer located throughout the hospital especially when entering the Nursing unit and when entering or leaving the patient room.
• If the patient is isolated family must follow the proper isolation protocol. This will be posted on the sign on the door of the room or they may ask any of the Nursing staff.
• If your family member is isolated please keep items brought into the room to a minimum. If food items are brought into the room these cannot be placed in the fridge in the pantry afterwards.

Pantry
• The Pantry is for patient use only. Families may visit the cafeteria on the first floor or Robin’s Donuts in the main lobby for food and beverages.
• Families may obtain items from the pantry for the patient if the patient is allowed to eat and drink.
• As the cups that we have are small, the patient/family may like to bring in a water bottle for use while in the hospital.
• Please put the patient name and date on any items placed in the fridge.

Scents
• Exposure to strong scents and fragrances in the environment can cause discomfort and impact the health of sensitive individuals. For the comfort and health of all, we ask that strongly scented and fragrant products not be worn in the hospital by patients and visitors. This may include but is not limited to soaps, colognes, perfumes, lotions, powders, deodorants, hair products, other personal scented products, strongly scented flowers, air fresheners and deodorizers.
At Thunder Bay Regional Health Sciences Centre, patients are first. As leaders in Patient and Family Centred care, we partner with patients and their families every step of the way to treat the person instead of the disease or injury.

As an academic health sciences centre, we teach the next generation of healthcare providers and advance medical research. Patients benefit from a team approach to care, and the chance to take part in clinical trials.

Your donation to the Health Sciences Foundation advances care in all areas. For information or to provide your input, please visit www.tbrhsc.net or contact 807-684-6000.