



# What you need to know about your care at BC Women's Hospital

## Welcome to BC Women's!

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## What can you expect about your care?

BC Women's gives you woman and family-centered care. This means that you, your family and the important people in your life are as welcomed and involved in your care as you wish. We work with you as partners. We encourage you to ask questions about your care, the services we offer and to give us feedback about your experience. Our aim is to support you and your family through a safe and satisfying pregnancy, birth and postpartum experience.

We are a Baby-Friendly Hospital. We encourage breastfeeding and support all families to make informed decisions on infant feeding.

We try to meet you and your family's religious, cultural and personal wishes. If you have special needs, talk about these with your doctor or midwife well in advance. If you are a Metis, Inuit or First Nations (aboriginal) woman, you can arrange ceremonies and practices through the aboriginal liaison. The liaison is there to help you whether you are "registered" or not. Call 604-875-2348 for more information.

Our facility is wheelchair accessible. We have birth and postpartum rooms to meet the needs of physically challenged mothers and support persons.



Visit our website, [www.bcwomens.ca](http://www.bcwomens.ca) for more information about our services and programs.

# How do you pre-register to give birth at BC Women's?

Follow these three steps to be considered to be cared for and give birth at BC Women's.

1. Ask for a pre-registration form from your doctor or midwife who delivers babies at BC Women's.

*You can only get this form from her or his office.*

2. Complete the top part of the Pre-registration form. Need help filling out the form? Bring it to the Family Support & Resource Library Monday to Friday; 10 am to 4 pm or call 604-875-2345 local 6086. The aboriginal liaison can also help complete forms. Call 604-875-2348 for more information.

3. Give your doctor or midwife the form so she or he can complete the bottom part of it. Your doctor or midwife sends the completed form to BC Women's. The pre-registration form, along with a copy of your prenatal records, should be sent in as soon as possible after you have reached 12 weeks of pregnancy. This information is reviewed by BC Women's Pre-registration Committee to decide if BC Women's can accept your pre-registration. This process can take up to 5 weeks. Your midwife or doctor will tell you if you are accepted.

**If you have any questions about the form, or the pre-registration process, please ask your doctor or midwife.**

**Read more about pre-registration and criteria at [www.bcwomens.ca](http://www.bcwomens.ca) > Health Topics > Having a Baby > Getting Ready > Planning Ahead.**



# Things to do early on...

Visit your local Health Unit to:



- Get your copy of Baby's Best Chance [www.health.gov.bc.ca/library/publications/year/2005/babybestchance.pdf](http://www.health.gov.bc.ca/library/publications/year/2005/babybestchance.pdf). Also go to the Best Chance website [www.bestchance.gov.bc.ca](http://www.bestchance.gov.bc.ca).

You will find it very helpful during your pregnancy and after your baby is born.

- Find out about other important resources in your community.

## Know about different types of care to meet your needs:

- ▶ Family doctors, midwives, and obstetricians care for women throughout their pregnancy. The cost of care by all of these providers is covered if you have medical insurance such as the Medical Services Plan (MSP) of BC.
- ▶ If you want to get your care and education at the same time, then Connecting Pregnancy Group Prenatal Care may be for you. During your visits throughout your pregnancy you get your prenatal care, support, and education together. For further information call 604-875-2169.

## Prepare yourself by:

- Going to prenatal classes**

At BC Women's we have many different types of classes to help you and your family get ready for the safe birth of your baby or babies. These classes fill up very quickly, so register soon after you confirm your pregnancy.

Register easily and quickly for BC Women's prenatal classes online at [www.bcwomens.ca/prenatalclasses](http://www.bcwomens.ca/prenatalclasses). Read about the classes and choose the type and dates that suit your needs. Once you have registered, you can print out a confirmation of your registration and the dates of your classes.

If you:

- ▶ do not have a computer or need help registering
- ▶ need to have help with the cost of the classes.

Please call: 604-875-2169, Monday to Friday, 9 am - 2 pm.

## Prenatal Classes in other languages

For Chinese: Please call S.U.C.C.E.S.S. at 604-684-1628 to register.

- ❑ **Going to a La Leche meeting** to help you prepare to breastfeed [www.lllc.ca/find-group](http://www.lllc.ca/find-group).
- ❑ **Taking the virtual tour of BC Women's** at [www.bcwomens.ca](http://www.bcwomens.ca) > Quick Links > Prenatal Tour. You will see many parts of the hospital as well as have information available to read.
- ❑ **Go to the BCWH Power to Push** website at [www.powertopush.ca](http://www.powertopush.ca) to get information about choices you have during pregnancy and about giving birth. Here you can learn, explore, and connect with other childbearing women on our Facebook page.

## Talk about:

- ▶ Vaginal birth after cesarean with your doctor or midwife. BC Women's supports women to have a vaginal birth after Cesarean delivery (VBAC). If you have had a Cesarean delivery with a previous birth, we encourage you to consider a trial of labour with your current pregnancy. Talk to your doctor or midwife to see if it is the best choice for you and your baby.
- ▶ Your birth choices with an obstetrician at the Best Birth Clinic [www.powertopush.ca/best-birth-clinic/about-best-birth-clinic/#cesarean-birth](http://www.powertopush.ca/best-birth-clinic/about-best-birth-clinic/#cesarean-birth). Get information and counseling on the risks and benefits of Vaginal birth after cesarean, elective cesarean and breech birth, so you can make an informed choice about how you want your baby to be born. If you:
  - Have had a previous cesarean birth and are at least 12 weeks into your current pregnancy;
  - Are at least 34 weeks into your pregnancy, with your baby currently in the breech position (head up rather than head down); or
  - Are at least 12 weeks into your pregnancy and are considering a cesarean birth for non-medical reasons.

You can get a referral from your doctor or midwife to come to the Best Birth Clinic, or you can call the clinic at 604-875-2424 local 6387. Women who live outside Vancouver and who meet the eligibility criteria are also able to book an appointment at the clinic. Call free in BC 1-888-300-3088 local 6387.

- ▶ Breastfeeding concerns with a nurse with special knowledge of breastfeeding. These nurses are called lactation consultants. Call 604-875-2282 for more information.
- ▶ Pain relief with doctors with special training. These doctors are called anesthesiologists. They help women get pain relief during labour or complicated pregnancies.

They also prevent women feeling pain during surgery. If you would like to talk to an anesthesiologist, please talk to your doctor or midwife to make an appointment.

## Planning ahead for your hospital stay and going home

Here is some help to plan for your hospital stay and helpful hints to prepare for your return home with your new baby.

### Planning for being in the hospital

(Plan at least four weeks before your due date)

- ❑ Fill in the Labour, Birth and Postpartum Preferences form on page 5 of this booklet. Talk to your doctor or midwife about your choices and needs. You can get help to fill in this form at the Family Support and Resource Centre, Monday to Friday, 10 am to 4 pm.
- ❑ Arrange for someone to drive you to the hospital. Map out a route and know other routes as well.
- ❑ Arrange for a support person to stay with you throughout your hospital stay if at all possible.
- ❑ Discuss the hospital visiting policy with your family and friends. **Remember:** you need rest. Anyone who is sick should not come to see you.
- ❑ Have important phone numbers in easy to find places. These include your doctor or your midwife, your support person, your babysitter and the hospital.
- ❑ Pack your suitcase - For Mom:
  - ▶ Sleep wear. Patient gowns are also supplied.
  - ▶ Sanitary pads - enough for hospital stay and your trip home. (You can also buy these in the Gift Shop).
  - ▶ Bathrobe and slippers.
  - ▶ Cosmetics, shampoo, deodorant, soap, toothpaste.
  - ▶ Loose fitting clothes to wear home.
- ❑ For Baby:
  - ▶ Diapers and baby wipes, enough for your trip home as well.
  - ▶ Baby's sleepers or night gown.
  - ▶ A blanket to go home.
  - ▶ A soft baby carrier such as a sling.
  - ▶ Two receiving blankets.
  - ▶ An approved baby car seat that you have put together and know how to use. It needs to be for a newborn and be the right size for your baby.
- ❑ Bring two pillows with coloured or patterned cases so you know they are yours and not the hospital's.

## Families staying together

We encourage you to have a support person with you during your hospital stay. There are important reasons for this.

Most births are normal, healthy events. Research shows that when mothers, babies and families stay together as much as possible during and following birth, you are more successful in family bonding and breastfeeding. Your confidence in caring for your new baby also goes up.

As always, if you or your baby need nursing care and/or medical attention or observation for any reason, BC Women's has the services and staff to give you all the care you need.

### For the comfort of your support person, have him or her bring:

- ▶ A sleeping bag. We have a mattress your support person can use.
- ▶ Pillow
- ▶ Towels
- ▶ Pajamas
- ▶ Soap, shampoo, toothpaste
- ▶ Any medications

### Please do not bring:

- ▶ Large pieces of luggage
- ▶ Large amounts of money or credit cards
- ▶ Jewellery



## Planning for going home

- Arrange for someone to drive you home. Make sure they know they will be coming to get you sometime between 12 to 24 hours if you give birth vaginally and 48 hours after a cesarean. Remember, most women go home during these time periods. Make sure they bring the car seat. Have him or her bring the car to the Main Entrance of BC Women's. After you have given birth, your doctor or midwife will be able to give you more details.
- Have a government-approved car seat that you have put together and know how to use.
- Arrange for help during your first week home.
- Prepare your household for your return from hospital. It helps to freeze meals, wash baby items, and buy extra basic food items ahead of time.
- Buy items you will need as soon as you arrive home:
  - ▶ Sanitary pads
  - ▶ Newborn diapers and baby wipes
  - ▶ If formula feeding, formula and equipment

## Preparing your other children

- Visit the library for books.
- Prepare your child for mom's hospital stay.
- Make any major changes in room or child's schedule well before the new baby arrives.
- Make babysitting arrangements for when you are in the hospital and when you come home.
- Register for a sibling class such as "Becoming a Big Brother or Big Sister" at [www.bcwomens.ca/prenatalclasses](http://www.bcwomens.ca/prenatalclasses).
- Watch the virtual tour of the hospital with your child.
- Make arrangements for another adult to care for your child(ren) at all times while he or she is visiting you and your baby in hospital.

## Have questions about car seats or need help finding car seat information sessions near you?

Call Safe Start, the injury prevention program of BC Children's Hospital, at 604-875-3273 or call toll-free in BC 1-888-331-8100. The Safety Station, a program of Safe Start is a safety and resource centre which sells safety items and gives expert advice on making your home safe for young children. It is located in the lobby of BC Children's Hospital.

Visit us at [www.bcchildrens.ca/safetystation](http://www.bcchildrens.ca/safetystation)

# My Labour, Birth and Postpartum Preferences: Getting to know me and my family

This form gives you a chance to describe your preferences, values and concerns for your labour, birth and postpartum experience to the people who will be caring for you during your hospital stay. It may also remind you of your own wishes for your childbirth experience.

Your choices and preferences are important to us. However, being flexible and open to changes is important since no one knows how your labour will progress. Unplanned events may change the care you need. Language like, "If possible...", "unless medically necessary...", "I prefer...", tells the staff that you know that a change in plans is sometimes needed. Include the options you prefer if the "unexpected" should occur. This helps you remain actively involved in your care.

Complete a draft copy of this form and talk about it with your doctor or midwife, then make up a final copy. Take one or two extra copies with you to the hospital to share with those caring for you.

Begin to gather information early in your pregnancy that will help you make choices and decisions.

- ▶ Talk to your doctor, midwife, doula and nurses about the issues and feel free to ask questions.
- ▶ Go to [www.powertopush.ca](http://www.powertopush.ca) to learn about choices you have in labour and birth.
- ▶ Read "Baby's Best Chance" a booklet used by many of your caregivers throughout your pregnancy, birth and time after the baby is born. It is free and you can get a copy at Community Health Centres; on the website: [www.health.gov.bc.ca/library/publications/year/2005/babybestchance.pdf](http://www.health.gov.bc.ca/library/publications/year/2005/babybestchance.pdf); and at your local library; or from the Family Support and Resource Centre: <http://www.bcchildrens.ca/KidsTeensFam/FamilyResourceLibrary/default.htm>.
- ▶ Look at [www.bestchance.gov.bc.ca](http://www.bestchance.gov.bc.ca) for information about pregnancy, birth, parenting and the video *Baby's Best Chance*.
- ▶ Register early for prenatal classes.
- ▶ Read the information from the hospital. At [www.bcwomens.ca](http://www.bcwomens.ca), under Health Topics.
- ▶ Look in the Family Support and Resource Centre <http://www.bcchildrens.ca/KidsTeensFam/FamilyResourceLibrary/default.htm> to borrow books, videos, CDs and read pamphlets on the A-Z pamphlet list.
- ▶ Take a virtual tour on-line at [www.bcwomens.ca](http://www.bcwomens.ca), found in Quick Links.

My Name: \_\_\_\_\_ Doctor/Midwife: \_\_\_\_\_

I attended prenatal classes  Yes  No Where: \_\_\_\_\_

I am in a research study/studies  Yes  No

Study name(s): \_\_\_\_\_ Please contact: \_\_\_\_\_

***What you need to know about me and my family:*** Begin with your names and a brief introduction about yourselves. Describe general health, any problems during pregnancy, any special needs or cultural preferences.

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***My support person or persons for labour and birth will be:***

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***My translator's Name and Phone Number:*** \_\_\_\_\_

## *Ways to work with the pain of labour*

There are many things you can do to help relax and move your labour forward. Check off the ones that you would like to try throughout your labour.

### *Please put a tick mark beside what you would like to have happen:*

- I prefer to labour and birth without medication
- I want to have the least amount of pain possible
- I need more information before I can decide what I prefer. I need to know: \_\_\_\_\_
- I understand my options. I want to make my decision(s) during labour.

### *I hope to use the following during labour:*

- drink fluids
- breathing
- relaxation
- slow dancing
- encouragement
- walking
- position change
- rest
- making noise (vocalizing)
- massage
- back pressure
- imagery
- hula (movement of hips)
- lunging
- squatting
- birth ball (BC Women's has a ball for you to use)
- music (bring your own)
- focal point
- rocking
- shower
- tub
- ice pack
- hot water bottle
- TENS (bring your own and know how to use it)
- sterile water injection

### *Drug methods of pain relief*

- nitrous oxide (also called laughing gas or Entonox)
- narcotics  Morphine  Fentanyl
- epidural

### *Our thoughts about special procedures during labour:*

Think about your feelings and thoughts about procedures such as:

- ▶ Monitoring your baby's heart
- ▶ Breaking the bag of waters (rupturing your membranes)
- ▶ Assisted birth with vacuum or forceps
- ▶ Getting fluids in a small tube in your arm (IV fluids)
- ▶ Starting labour by medications or helping a slow labour by getting medications

### *Our concerns or fears about labour/birth:*

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*What is important about the birth for us:*

Think about special things you would like to happen for your birth.

*What is important to us if unexpected events occur:*

*If I need a Cesarean birth, I would like to talk about all parts of it such as:*

*Ways that will help make our baby's first hours and early days special and memorable:*

- A variety of pushing positions: gravity-positive positions - squatting, supported squatting, kneeling, side-lying, on all fours, semi-sitting, sitting on the toilet or birth-stool.
  - Allow time needed for pushing in second-stage if mother and baby are doing well.
  - Self-directed pushing unless direction is needed.
  - Warm compresses to vaginal area for relaxation and comfort.
  - Dimmed lights and quiet surroundings.
  - Caring for my baby skin-to-skin to help my baby recover from birth and stay warm.
  - Cutting the cord.
  - Use of cameras, video recorders (some restrictions may apply).
  - Other: \_\_\_\_\_
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- All procedures are described and the issues explained.
  - My support person is included in all decisions.
  - The need for transfer of mother or baby to special care areas discussed.
  - Other: \_\_\_\_\_
- 
- Consent for procedure signature/signing.
  - Types of medication.
  - Types of anesthesia (epidural, spinal, general).
  - Types of preparation - I.V., catheter, shave.
  - Wearing of glasses and/or contacts, removal of jewelry.
  - Having my support person with me.
  - Contact with baby.
  - Music (bring in own battery operated CD player)
  - Other: \_\_\_\_\_
  - Me or my partner to hold our baby skin-to-skin in the operating room.
- 
- Partner or Labour Support Person is given the chance to cut cord.
  - Skin-to-skin care.
  - Photographs or videotaping done (some restrictions may apply).
  - Cultural or religious customs respected.  
(Please describe specific wishes, need to contact Spiritual Care)  
\_\_\_\_\_
  - Personal ceremony or celebration (need to contact the aboriginal liaison 604-875-2348). \_\_\_\_\_
  - Limit visitors so mother and baby may rest and get to know one another.
  - Privacy of "The Bright Start Bundle".
  - Other: \_\_\_\_\_

*Our concerns or questions about the care of our baby:*

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*If our baby is sick and needs special care we would like:*

- Skin-to-skin care of baby as soon as possible
- Help to start expressing/pumping milk within 6 hours of the birth of our baby
- For us to be able to stay overnight in the “Parent’s Sleep Room” if possible
- Other: \_\_\_\_\_

*Our plans for support after we go home:*

Describe who is available to help with the care of baby and who is available to help with household chores. This is important especially after a cesarean delivery. Write down any specific needs or concerns that you have for this time.

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*Other wishes and ideas:*

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*What my doctor or midwife wants my other caregivers to know:*

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Developed by: Building Better Care Committee BC Women’s (July 1999). Revised January 2007  
Special Contribution: Diane Donaldson, Childbirth Education, Vancouver B.C.  
and Salvation Army Grace Hospital, Scarborough, Ontario

Adapted from: “Pregnancy, Childbirth and the Newborn: The Complete Guide”, by Penny Simkin, Janet Whalley and Ann Keppler (3rd Edition), 1991. Deephaven, MN: Meadowbrook Press.

# Your journey through labour and birth

## How do I know I am in labour?

Every woman experiences labour in her own way. Labour begins in different ways. For some women the signs are clear, while for others it is not so easy to tell.

To learn more about how to know if you are in labour read Baby's Best Chance or go to [www.bestchance.gov.bc.ca](http://www.bestchance.gov.bc.ca).

**Remember...** if you think you are in labour or your water sac has broken, call your midwife or doctor. Together you will decide when you should call him or her next, and if or when you should go to the hospital.

## How do I know my water sac has broken?

The sac (also called the membranes) around your baby has fluid in it called amniotic fluid. This sac can break and the fluid will leak from your vagina. You may feel just a trickle or a sudden gush. The colour of the fluid should be clear.

### Other times to call your doctor or midwife right away are:

- ▶ You feel constant belly pain that does not go away.
- ▶ Your water sac is broken and you feel hot or shivery (have a fever).
- ▶ The fluid from your water sac is coloured yellow, green or red.
- ▶ You have bright red bleeding from your vagina.
- ▶ Your baby's movements have slowed down (less than six movements in a two hour period) or stopped.

If you cannot reach your doctor or midwife, call BC Women's at 604-875-3070.

Please have someone call who can speak English. If this is not possible, come to the hospital right away.



## My labour is starting... what now?

To learn more about what to do in labour, go to [www.bestchance.gov.bc.ca](http://www.bestchance.gov.bc.ca) read Baby's Best Chance [www.health.gov.bc.ca/library/publications/year/2005/babybestchance.pdf](http://www.health.gov.bc.ca/library/publications/year/2005/babybestchance.pdf).

## In labour... coming to the hospital

**ALWAYS** call your doctor or midwife before coming to the hospital, no matter what time or day or night it is. Even at night, all doctors and midwives have an answering service that takes your phone number and has the doctor or midwife call you back. If you are unable to reach him or her, call the hospital at 604-875-3070. Remember to bring your British Columbia Care Card with you.

When you arrive at BC Women's, enter through the Admitting Entrance #97. If you are not met by your doctor or midwife, a nurse will check you and ask you a few questions about your labour.

We will see you as quickly as we can. We see women who are in the most need first and not on a "first come first serve basis". Depending on your condition at that time, you will be cared for in one of the following ways:

- ▶ You will go to the assessment room where members of the health care team check your condition. You may stay in the assessment room for a while until it is clear you are in active labour or need to stay in the hospital.  
OR
- ▶ You will go directly to a Birthing Room.  
OR
- ▶ You may be sent home if you are in very early labour, and we feel it is better for you to be in your own home during this time. You will be given clear instructions for when to return to the hospital.

## During labour and birth

The birthing rooms are private. They are a relaxing and personal place to labour and give birth. You stay in this room until after your baby is born. If you give birth in the Single Room Maternity Care Unit, you stay in that room until you go home.

You are welcome to have a doula and other support people with you during your labour and birth. For your own comfort and rest, we suggest no more than 2 to 3 support people at any one time. If you need a Cesarean delivery, one support person may stay with you in the operating room if the doctors agree. Your support person will be offered the chance to hold your baby skin-to-skin to help your baby recover from birth.

You may bring cameras into the labour and birthing room. You may also use a hand-held battery operated video camera if all staff in the room agree. Videotaping is not allowed with Cesarean, forceps, vacuum or breech deliveries or during emergency procedures.

## Right after your baby's birth

At birth, your baby is placed on your tummy and moved to your chest. Breastfeed your baby when you and your baby are ready. Babies usually give signs they are ready to feed within the first hour after birth. Keep your baby skin to skin for six hours or longer if possible. Skin to skin helps keep your baby's temperature steady. Your partner can take over if you need a break. Your baby's health will be checked while you hold your baby. He or she will be weighed and identification bands are put on his or her wrist and ankle.

Babies who are premature or who have other health concerns may be cared for in the Intermediate Nursery. Babies who need more intensive care are treated in the Neonatal Intensive Care Unit. If your baby is in either nursery you are encouraged to spend time with your baby and take part in his or her care.

## *Your journey after birth...*

If you give birth in the birthing area on the main floor, you will be moved to a postpartum room on the 2nd floor holding your baby skin to skin. The Bright Start Bundle is available. We try our best to meet your request. Please go to the last pages of this booklet for more information on the Bright Start Bundle.

If you give birth in the Single Room Maternity Care Unit, you will stay in that room until you go home.

Your baby stays in your room with you 24 hours a day unless he or she needs extra medical care. Routine tests and procedures on all babies are done during the first days after birth. Talk about these tests and procedures with your doctor or midwife. Holding, soothing and breastfeeding your baby while blood tests are done helps your baby cope with pain.

Before you go to sleep, put your baby in the bassinet to sleep lying on his or her back.

Special procedures are in place to protect the safety of your baby. You can help keep your baby safe by never leaving your baby alone. Only give your baby to someone you know and who has proper hospital photo identification. Your nurse will discuss this more with you.

### Postpartum Visiting hours:

**12 noon to 2 pm and 6 pm to 9 pm**

- ▶ Please respect these visiting hours as new families need quiet time to recover from birth and begin to learn about their baby.
- ▶ Partners and brothers and sisters of the new baby may visit any time. Other children should not visit.
- ▶ It is everyone's job to clean their hands. Remember to clean your hands and tell your visitors to clean their hands when they come to see you.
- ▶ Anyone who is suffering from an infectious illness (such as a respiratory infection, tuberculosis, German measles, chicken pox or a skin infection) must not visit you and your newborn.
- ▶ The BC Women's Visiting Hour phone line is 604-875-2929.

## Breastfeeding

Because of the proven health benefits of breastfeeding for mother and baby, we strongly encourage you to breastfeed. We are designated a Baby-Friendly Hospital. We offer help before your labour as well as help:

### In the hospital:

- ▶ Your nurse helps you to learn how to breastfeed your baby.
- ▶ You will get pamphlets about breastfeeding.
- ▶ You may watch a video on breastfeeding.
- ▶ A lactation consultant may come to visit you if you are having problems.

For more information go to [www.bcwomens.ca](http://www.bcwomens.ca) > Health Topics > Having a Baby > Baby-Friendly.

### After you go home:

You may come back to our Breastfeeding Clinic for help or support. You can get information about the dates and times of these clinics before you go home. The community health nurse also gives you help and support.

## *Your journey home*

Most women are ready to go home 12 to 24 hours after giving birth vaginally, and 48 hours after giving birth by cesarean. Once you have given birth, please talk to your doctor or midwife about the plan for going home. Make sure the person who is driving you home knows they will be coming to get you sometime between 12 to 24 hours if you give birth vaginally and 48 hours after a cesarean.

### You go home from BC Women's when you:

- ▶ Begin to know how to care for your baby.
- ▶ Begin to know how to care for yourself.
- ▶ Know when and where to get help.

## When you go home, make sure you have:

- ▶ Help at home.
- ▶ Your pain pills if needed.
- ▶ An approved baby car seat and you know how to use it.
- ▶ The phone number of your local health unit and Healthlink (811).
- ▶ Baby benefit, tax information and the papers to be able to register your new baby for status if they are aboriginal.

## When you go home, make sure you know:

- ▶ When to see your doctor or midwife.
- ▶ When the community health nurse will call you. The hospital liaison nurse sends your information to the health department in your community so a nurse can visit you at home.
- ▶ When and where to call for help.

Call your community health nurse, midwife or doctor if you have questions or concerns.

## More information about BC Women's

BC Women's is one of Canada's largest maternity hospitals. About 7,000 babies are born here each year. We give many of our programs in close partnership with BC Children's Hospital, which is located on the same site.

There are a number of people who may care for you at BC Women's. Some of these people are nurses, midwives, family doctors, obstetricians, and specialists for pregnant women and babies. You may have some or many of these people care for you depending on you and your baby's needs.

BC Women's is a major teaching and research hospital. Students from many areas of health care, including medical students, nursing students, midwifery students and residents gain important experience here and are an important part of our care. We hope that you will think about having students involved in your care. Research plays a vital role in health care for women and their families. Your taking part in research helps us make pregnancy and childbirth safer and more rewarding for all mothers and their babies. We hope that you will think about taking part in research during your stay.

## Privacy and your health records

We take all reasonable steps to make sure that your personal information is kept private. It is only used and shared for:

- ▶ Planning and giving you care.
- ▶ Keeping contact with you for follow-up and feedback about the quality of your care.
- ▶ Teaching, education and research.

- ▶ Written proof of detailed information needed by the *Hospital Insurance Act*.

It is securely stored as directed by the *BC Freedom of Information and Protection of Privacy Act* (FOIPPA).

## Protecting your privacy:

If people phone and ask about you when you are at BC Women's, we usually confirm if you are here and where you are staying. If you do not wish us to give out this information, please tell the Admitting clerk or someone in your care area. A privacy block can be used.

For more information, call the Health Records Department at 604-875-2168.

## Services for you: During your pregnancy

### Clinics

BC Women's outpatient clinics give special health services and counseling to women in many areas:

- ▶ Before pregnancy counseling and care
- ▶ Best Birth Clinic 604-875-2424, local 6387 see page 3
- ▶ Special Client/Staff Clinics for women who are new to Canada or who do not have medical care and meet special requirements
- ▶ Consulting for medical conditions and pregnancy.
- ▶ Screening

All pregnant women in British Columbia can have prenatal genetic screening to find out the chance of having a baby with Down syndrome, trisomy 18 or an open neural tube defect (brain and spinal cord). It is your choice whether to have prenatal genetic screening. The earlier you see your midwife or doctor, the more options you have. The web site [www.bcprenatalscreening.ca](http://www.bcprenatalscreening.ca) gives you more information.

- ▶ Tests

### Ultrasound

A test to confirm your pregnancy and due date and to check the development and general well-being of your baby. This is offered to all women between 19 and 20 weeks of pregnancy.

### Fetal Diagnosis Service

If a prenatal ultrasound finds possible or actual birth defects in a fetus, experts from different medical fields work together with you to plan care. This includes caregivers from medical genetics, maternal/fetal medicine, ultrasound, nursing and many experts who care for the baby.

## Medical Genetics

BC Women's is the main referral centre in BC for the prenatal diagnosis of genetic disorders and birth defects. Assessment and counseling is available for families concerned about risks for birth defects, genetic disease or exposure to drugs or environmental hazards.

## Electronic Fetal Monitoring

Your doctor or midwife may suggest a test called fetal monitoring after your 26th week of pregnancy if there is a concern with your baby's well-being. The test measures both your baby's heart rate and activity in your uterus. It helps tell about your baby's well-being.

Talk to your doctor or midwife if you have questions about these services.

## Disability and complex medical needs

There are many disabilities and complex medical needs that may have an impact on pregnancy and childbirth. If you have a complex medical need or disability, ask your doctor or midwife to refer you to the Senior Practice Leader for advanced care planning.

## Perinatal substance use

### ► Families in Recovery (Fir Clinic)

Pregnant women struggling with substance use may consult a doctor for prenatal care and addictions treatment at the Fir Clinic, on Thursdays, in BC Women's Ambulatory area. Women are welcome to come without an appointment, or may phone 604-875-3436 for more information.

### ► Fir Square

We provide withdrawal management and/or methadone stabilization for pregnant women who use substances. We support women to make their pregnancy and parenthood a successful experience. The team working with women on this dedicated unit includes a doctor, nurses, a social worker, addictions counselor and a child life worker. Contact the senior practice leader at 604-875-2229 for more information.

## South Community Birth Program (SCBP): The Doula Program

SCBP, midwives, family doctors and nurses work together and focus on giving care to women who are new immigrants, have a low-income, or both. BC Women's supports the SCBP Doula Program which matches women with doulas that speak their first language. A doula is a woman who is trained to give support to a woman and her partner during labour. Currently, we have 33 doulas, with some who speak several languages. The doulas can support women in 20 languages including: Mandarin, Cantonese, Tagalog, Spanish, German, French, Hindi, Punjabi, Urdu, Nepali, Bengali, Japanese, Farsi, and American Sign Language.

Call: 604-324-2201 for more information.

# After your baby is born

## Milk Bank

Pasteurized human breast milk is available in the hospital with a doctor's or midwife's order.

# Anytime during your pregnancy or after your baby is born

## Aboriginal Patient Liaison

If you are Metis, Inuit, First Nations (registered or not), there is someone you can call for help and support. This person is called the aboriginal patient liaison. The liaison offers you support and comfort, and gives you the information you need. Call them at 604-875-3440.

## Clinical Ethics Service

The Clinical Ethics Service can help you and your family if you have to make a difficult or confusing health care decision or have an ethical question. They can meet with you and discuss options and help you see which of your own values and beliefs are involved in the decision. They help you decide what is most important to you, your child and your family. They do not make decisions for you, and discussions with you are private.

For more information call 604-875-2345 local 6722.

## Interpreter Services

The Provincial Language Service (PLS) provides both face-to-face and phone interpreting for women coming to BC Women's who speak limited or no English. They provide highly qualified and certified medical and community interpreters.

Interpreter services are available to help you 24 hours a day, seven days a week. To book an interpreter ask your health care provider to call 604-675-4099 or 1877-BC-Talks (228-2557).

Remember that family and friends still have a role in interpreter-assisted appointments. Your family supports you.

If you or a family member is hearing impaired and need a sign language interpreter, call the Medical Interpreting Service at:

### Non-emergency #:

TTY 604-736-7099

Voice: 604-736-7012

### Emergency #:

TTY 604-736-7078

Voice: 604-736-7039

## Nutrition

Healthy eating plays an important role in pregnancy and breastfeeding. Dietitians provide nutrition counseling for women as outpatients or on antepartum units for many conditions.

For more information or to make an outpatient appointment, call 604-875-2330.

## Pharmacy

You can talk to a pharmacist if you have questions about the medications you are taking or how they may affect you or your baby while you are pregnant or breastfeeding. Please ask your nurse, doctor or midwife to make an appointment for you to see the pharmacist.

You can also fill your prescription at the Ambulatory Care Pharmacy on the main floor of the Ambulatory Care Building, Room K1-126. The pharmacy is open Mon.- Fri. 9 am - 12:30 pm, and 1:30 pm - 4:30 pm.

For more information, call 604-875-2205.

## Physiotherapy

The physiotherapists assess, treat and teach women during pregnancy and the early weeks after birth for many different types of problems. With the help of a physiotherapist, you may relieve or prevent many of the physical discomforts that pregnancy can bring. Back pain, pubic pain, pelvic floor problems, and carpal tunnel syndrome are a few of the conditions they can help you with. They offer both classes and individual appointments.

For more information, call 604-875-2126.

## Social Work

Pregnancy and childbirth can be an exciting yet stressful time for women and their families. Hospital social workers can provide counseling, information, practical help, and help plan your return home after the birth of your baby. They can also refer you to other professionals, resources, and support groups in your community.

For families who have experienced a pregnancy loss or death of a newborn, social workers provide grief counseling and support services. If you are considering an adoption plan for your baby, a social worker will meet with you to discuss your options, and provide counseling, support, and referral services during your pregnancy and after your delivery.

Any woman and her family being cared for at BC Women's can get help from Social Work Services.

For more information, please contact 604-875-2149.

## Spiritual Care

For many people the experience of pregnancy and child-bearing includes celebration and sadness. It may also have a spiritual dimension. Chaplains from the Spiritual Care

Department are willing to help you explore your questions and find resources for your spiritual health and wholeness. Please ask if you would like them to contact a local leader of your own tradition. To contact a chaplain call 604-875-3025 or 604-875-2753.

A chapel on the second floor (Room 2N30) is open 24 hours as a place of prayer and meditation for all.

## *Other things to know to help your stay...*

### Accommodation

#### *After your baby is born*

If you have Extended Health coverage for a private or semi-private room, you can help on-going programs and services at BC Women's by taking part in our Bright Start Program. This gives you free parking, cable TV and phone as well as a few other value-added items. The Bright Start sign-up form as well as frequently asked questions can be found on the last pages of this booklet.

Easter Seal House is located within walking distance of BC Women's and offers a place to stay at modest rates. Advance reservations are recommended. Call the Easter Seal House at 604-736-3475.

Aboriginal families can get information about the Aboriginal Patient Lodge by calling 604-707-9191.

#### *Baby Photos*

BC Women's offers a professional photography service for families. *Just Arrived Baby Photography* provides all babies born at BC Women's a free photo session which includes a free 5" x 7" photo (proof). Part of the proceeds from every sale is returned to the hospital. To reach the in-hospital photographer seven days a week, please call, text or leave a message at 604-763-6396.

#### *Banking machine*

Banking machines are in the main cafeteria and in the main lobby of BC Children's Hospital.

#### *Food services*

Patients are served meals and a morning and evening snack. If you have special dietary needs or food allergies, talk to your nurse. Hot meals and snacks are available for visitors at the cafeteria and from other food venues on site.

#### *Parking*

Please read all parking signs and parking regulations carefully and obey them. There are various parking area restrictions. Long-term parking rates are available. Information on parking restrictions and parking rates is available at the parking kiosks when you enter site or at any "Express Pay" on foot station located at main parking areas, at main entrances and in the

underground parking area. All families with Bright Start have free parking and exit privileges for their length of stay. There is parking information on the BC Women's website > Your Visit> Parking.

### Cell phones

You can use your cell phone and other wireless devices in **most** areas of the hospital. Please speak quietly when using your cell phone so you do not disturb others.

There are some places where you cannot use your cell phone or wireless device. This is because it may disrupt patient care or interfere with equipment. Look for signs or stickers on the equipment to know if you are in an area where you cannot use your cell phone or other wireless device.

### WiFi

BC Women's offers patients and families free wireless internet access. Simply connect to the wireless network called "CWGuest". Open your web browser and before you are connected with the Internet, you will be asked to agree to our terms and conditions.

### Smoking and scent-free

BC Women's hospital buildings and grounds are smoke-free. Being smoke-free is important for you, your baby and family. Please do not wear strong scents such as perfume and aftershave for the comfort of others.

### Television/Telephone

The family educational television program is free at BC Women's. There is a charge for regular cable television and telephone unless you have the Bright Start Bundle. Someone will discuss payment with you before you leave the hospital.

### Safety

**Infection Control:** it is everyone's job in the hospital to wash or clean their hands. Hand washing and hand cleaning is the best way you and your health care team prevent germs from spreading.

To prevent the spread of illness, BC Women's also takes specific actions to care for pregnant women who have an infectious illness. Be sure to tell the nurse who admits you if you have an infectious illness. You may meet with a health care person from Infection Control to talk about your care. Visitors who have an infectious disease must not visit.

**Security:** BC Women's has 24-hour security. If you need to report any security issue, talk to a staff member or call Security at local 2999 (non-emergency) or 899 (emergency).

We suggest you keep \$20 or less with you while you are staying with us. BC Women's cannot be responsible for any lost or stolen articles.

## Help us help you

### The Auxiliary to BC Women's & Gift Shop

The Auxiliary to BC Women's consists of more than 100 volunteers who donate their time to operate the Hospital Gift Shop, Gift Cart and other services. Each year the profits from the Gift Shop and other fund raising activities are donated to the BC Women's Foundation. These funds support research and a variety of patient programs and much needed equipment. Volunteers are needed for a variety of positions at BC Women's Hospital & Health Centre. Please call Volunteer Resources at 604-875-2143 to discuss the volunteer assignment that's right for you.



The Gift Shop is in the main lobby of BC Women's. The shop offers baby clothing and gifts, flowers, reading materials, sanitary pads, nursing bras, manual and electric breast pumps and other items for patients and visitors. Hours are posted on the shop door.

The Auxiliary volunteers offer a gift cart service to patient rooms mostly weekdays, with a sampling of many Gift Shop items. Shop online at [www.momandbabystore.org](http://www.momandbabystore.org).

### BC Women's Foundation

BC Women's Hospital & Health Centre Foundation helps provide funds to meet the needs of the 68,000 patients who depend on our care each year. It relies on support from donors to do this.

Donors help buy much needed medical equipment. Donor generosity also supports a variety of essential, life-changing health care programs and ground-breaking research at BC Women's.

There are many ways you can help the moms and babies who count on BC Women's in their time of need:

- ▶ Make monthly or annual gifts or do both. The Foundation gives tax receipts.
- ▶ Donate for a commemorative baby tile.
- ▶ Send Tribute Cards for all of life's milestones: honouring the memory of someone who has passed away, saying thank you, best wishes, get well, celebrating births, birthdays and anniversaries.
- ▶ Shop at the Women's Auxiliary Gift Shop beside the main lobby or online at [www.momandbabystore.org](http://www.momandbabystore.org) for all you need for new mom and baby.

Your donations make a world of difference to thousands of women and their families. Thank you.

BC Women's Hospital & Health Centre Foundation  
Room D310, Shaughnessy Building  
604-875-2270 or 800-823-9992  
[www.bcwomensfoundation.org](http://www.bcwomensfoundation.org)



**THE BRIGHTSTART BUNDLE REQUEST & RESPONSIBILITY**

**Name of Patient:** \_\_\_\_\_ **Date of Birth: (mm/dd/yy)** \_\_\_\_\_  
*Please print*

**Please prioritize your selection (1, 2 or 3):**

- Private room (one bed to a room + \*valuable extras) \$195.00/day
  - Semi-private room (two beds to a room + \*valuable extras) \$165.00/day
  - Standard Accommodation (ward room) No Charge
- (\* valuable extras include daily parking pass, cable TV and telephone, coffee coupon, and baby photography offer)

**Nature of Illness or Injury:** \_\_\_\_\_

**PAYMENT ARRANGEMENTS**

My Extended Health Plan(s) will pay for all or part of the daily room charges, depending on the type of coverage. If my extended health plan(s) only covers a part of the daily room charges, BC Women's Hospital will cover the rest. This means I will not be charged anything **if I have an Extended Health Plan.**

**If I do not have an Extended Health Plan,** I agree to assume full responsibility for, and guarantee payment of, all daily charges for the BrightStart Bundle as selected above.

**Extended Health Plan**

Insurance/Benefit Provider: \_\_\_\_\_ Do you or your Spouse have other insurance to cover these benefits? Yes \_\_\_\_\_ No \_\_\_\_\_

Name of Subscriber: \_\_\_\_\_

Group No. \_\_\_\_\_ Other Insurance/Benefit Provider: \_\_\_\_\_

ID No. \_\_\_\_\_ Name of Subscriber: \_\_\_\_\_

Dependent No. \_\_\_\_\_ Group No. \_\_\_\_\_

ID No. \_\_\_\_\_

Dependent No. \_\_\_\_\_

**Patient/Self Pay**

Visa/MasterCard #: \_\_\_\_\_ Expiry date: \_\_\_\_\_

Card Holder: \_\_\_\_\_ Signature: \_\_\_\_\_  
*(Please print)*

**Please be aware that:**

1. If you request a private room and receive a semi-private, you will be charged at the semi-private rate.
2. If a doctor orders a private or semi-private room due to "medical necessity", your extended health benefit plan will still be billed for the requested accommodation.
3. Private and semi-private room assignments are based on availability. We will do our best to fulfill your request.
4. Rates are subject to change without notice.
5. The personal information you enter on this form is collected under the authority of section 26(c) of the *Freedom of Information and Protection of Privacy Act of BC (FIPPA)*. The information will be used only for the reimbursement of funds from your extended health plan or, for self-pay patients, your credit card company. If you have any questions about collection and use of this information, please contact the BrightStart Bundle hotline at 604-875-2237 or toll-free in BC only 1-888-300-3088 ext. 2237.

I hereby assign to BC Women's Hospital all insurance payments related to the private or semi-private room accommodation. I hereby authorize BC Women's Hospital to release information pertinent to obtaining payment for the private or semi-private room accommodation to my insurer/benefit provider. I understand and agree to the conditions outlined in this request for the BrightStart Bundle.

\_\_\_\_\_ **Date** \_\_\_\_\_ **Signature**

**Please present this form at time of admission.**

**Questions? Please call our BrightStart Bundle Hotline at 604-875-2237.**



## **BrightStart Bundle**

### **Frequently Asked Questions**

Dear Patient:

During your stay at BC Women's Hospital, we are pleased to offer you the option of staying in either a private or a semi-private room.

Here is a list of frequently asked questions about selecting a private or semi-private room.

#### **WHAT IS THE BRIGHTSTART BUNDLE?**

The BrightStart Bundle is a program that gives you the option of a private or semi-private room, based on availability. There are also valuable extras included in the BrightStart Bundle. These include:

- Free parking with exit privileges for your entire length of stay
- Coffee coupon
- Cable TV and phone use
- Baby photography offer

#### **WILL I BE ABLE TO RESERVE A ROOM OF MY CHOICE?**

No. The BrightStart Bundle rooms are assigned based on the number of beds available and the medical necessity.

#### **HOW DO I PAY FOR THE BRIGHTSTART BUNDLE?**

Your Extended Health Plan pays for all or part of the daily room charges, depending on the type of coverage in your plan. If your extended health plan only covers a part of the daily room charges, BC Women's Hospital will cover the rest. This means you will not be charged anything.

#### **HOW DO I KNOW WHAT TYPE OF ROOM I AM COVERED FOR?**

Check with your insurance provider (or your spouse's insurance provider) to find out what type of room your plan covers for you. Most extended health plans cover this type of benefit, either in whole or in part. Please check with your provider for the necessary coverage details.

#### **WHY IS BC WOMEN'S HOSPITAL NOW ASKING PATIENTS FOR EXTENDED HEALTH PLAN INFORMATION?**

Acute-care facilities like BC Women's Hospital generate revenue by billing patients' extended health plans for stays in either private or semi-private rooms in accordance with the applicable regulations. All patients registering at BC Women's Hospital are asked for their extended health plan number.

#### **IS THIS GOING TO DEplete MY INSURANCE COVERAGE?**

Typically, no. In general, most extended health plans are employer-sponsored and do not have predetermined limits on room charges.

#### **WHY WOULD I SELECT A PRIVATE OR SEMI-PRIVATE ROOM?**

Your participation in the BrightStart Bundle program is voluntary. However, by selecting the room of your choice you will be helping BC Women's Hospital raise funds for patient-centred programs and training and education for nurses and staff.

#### **WILL ALL PATIENTS BE BILLED?**

No. Patients who do not wish to participate in the BrightStart Bundle will not be billed. They will have to pay for parking and other amenities during their stay. Patients who opt into the BrightStart Bundle who have an extended health plan will not be billed as the extended health plan will cover the costs. Remember that BC Women's Hospital pays any balance that the extended health plan does not pay for.

Patients who have no extended benefits coverage and opt for the BrightStart Bundle will be charged \$195 for a private room and \$165 for a semi-private room each night.

Patients under income assistance, or those who have no coverage or are otherwise unable to pay, will not be billed. Foreign patients at BC Women's Hospital will be billed under a different category.

#### **PLEASE BE ADVISED:**

If a doctor orders a private or semi-private room out of "medical necessity", your extended health benefit plan will still be billed for the requested accommodation.

**If you have any other questions or concerns about the BrightStart Bundle, please call:  
604-875-2237.**

*Thank you for your support of our hospital.*