

*Welcome to*  
*Kings County Memorial Hospital*

The Kings County Memorial Hospital (KCMH) was incorporated in 1933. The present facility was built in 1971. It is a 30 bed acute care community hospital which serves the needs of the residents of southern Queens and Kings Counties.

KCMH offers medical services for adults and children, and provides 14-hour service in the Emergency Department and Lab/X-Ray Department. A complement of eight (8) family physicians provide medical care for our region and to our hospital. Visiting specialists also provide services in the areas of Pediatrics, Cardiology, Plastic Surgery, Psychiatry, Geriatrics, and Oncology. These specialists visit KCMH on a regular basis, allowing people to receive their services here rather than in Charlottetown. Monthly PAP Clinics are also held in our hospital.

Staff and doctors at KCMH want to make your stay with us as pleasant as possible. This book offers you and your family helpful information about our hospital routines and services. We ask that you read the information and staff will be happy to respond to any questions or comments you may have.

Sincerely,

Terry Campbell  
Administrator

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*Please note that we are constantly changing to meet your needs.  
Information presented may be subject to change.*

# Patient Bill of Rights

*At the Kings County Memorial Hospital,  
patients have the right to...*

- Be respected as the individual with the major responsibility for his/her own health;
- Courteous, individual, respectful care;
- Every consideration of privacy;
- Confidentiality of all health information;
- Be informed of information concerning diagnosis, treatment, and prognosis;
- Review the records pertaining to his/her medical care and have the information explained as necessary;
- Make decisions about the plan of care prior to and during the course of treatment;
- Refuse treatment;
- Refuse participation in teaching programs;
- Have an advance health care directive, such as a living will concerning treatment
- Know the identity of physicians, nurses, and others involved in their care;
- A safe and clean environment of care which complies with safety standards;
- Equal access to health care regardless of economic status, sex, age, creed or ethnic origin;
- Be informed of hospital policies and practices that relate to patient care; and
- To die with dignity.

# Your Admission Day

## Admission

All personal information (necessary for hospital and government records) will be considered strictly confidential. It is important that you make staff aware if you have a Health Care Directive or if you have been in a hospital out-of-province during the past year.

Patients are required to sign a General Consent for Admission Routine Care/Service form. Out of country patients are also required to sign an Acceptance by Out of Country Patients of Prince Edward Island Law and Exclusive Jurisdiction of Prince Edward Island Courts consent as well as a Consent to Release Personal Information.

Hospital wrist identification bracelets are used for all patients. A second (red) bracelet will be applied if you have allergies.

**Should the bracelet become detached or damaged, please tell your nurse who will arrange for a replacement.**

## What to Bring

1. PEI Medicare Card
2. Other Health Insurance Card
3. Medications

## Personal Items

You should bring only necessary personal toilet articles such as a toothbrush, toothpaste, comb and brush, shaving items, or cosmetics (**NO scented** products, please). Although the hospital provides patient gowns, you may want your own pyjamas or nightgown together with a bathrobe and slippers. Notepaper, pens, and stamps are handy.

**Please do not bring:** valuable papers or documents, **scented** personal care products, items of sentimental value, jewellery or expensive clothing, large amounts of cash, alcoholic beverages, TV-VCRs, radios, or plug-in appliances unless otherwise approved by staff. **The hospital will not accept responsibility for patients' personal items and valuables.**

Money can be put in the safe at the Admitting Office. Access to the hospital safe is restricted to normal business hours: 8 am to 4 pm, Monday to Friday. We suggest that only a minimal amount of money be kept in your room.

## Medications

Bring all current prescriptions and non-prescription medications, in their original containers. Some medications are not supplied by the hospital and you may be required to supply your own. Any medications required during your stay will be prescribed by your doctor and will be brought to you by your nurse.

**Please tell your doctor and nurse if you are allergic to any medications or suffer from any other allergies.** If you have any questions about your medications, your doctor, nurse, or hospital pharmacist will assist you.

## No Scent Policy

Due to increased allergies among the public, patients, and staff, our hospital has adopted a No Scent Policy. **Please refrain from wearing perfumes, aftershaves, scented hair sprays, hand lotions, baby lotion, deodorant, etc.**

## Tests and Examinations

It is normal practice for your doctor to examine you and to order such tests as: blood, urine, X-rays, etc. The results from these tests help to plan the best care for you. Some patients may be sent to another hospital for tests, procedures, and specialist consultations. Some examinations may also have been conducted in the Emergency Department prior to admission.

## Ambulance Services

There is no user fee for seniors 65 and over for emergency situations. The user fee for other Island residents is \$150.00. This fee applies to all emergency situations, as well as when a patient is discharged from one hospital and transferred by ambulance to another PEI hospital on the referral of a physician. For patients who require ambulance transfer due to medical reasons or medical disabilities who are transferred from one hospital to another without being admitted (to undergo a medical test, for example), and remain an in-patient of the sending hospital and return within 24 hours, the sending hospital is responsible for payment of the user fee. PEI residents who require medical care provided outside PEI and are deemed to medically require transportation by ambulance and attendance by a paramedic will not have a user fee applied to the ambulance trip.

## Use of Gloves, Gowns, and Masks

Today, infection control is crucial in a health care setting. Gloves or gowns or masks are used to protect staff and patients when obtaining blood, when starting IVs, and for infection control.

## About Your Room

The PEI Medicare Plan provides for standard ward coverage on admission to a hospital. Our hospital provides standard ward, semi-private, and private rooms. Semi-private and private rooms (if requested by you) do cost more and must be paid by you or your insurance company. Patients will be required to sign a Room Accommodation Request form if they wish to request private or semi-private accommodations. If your condition requires that you should be admitted to a certain type of room, there will be no extra charge. If you have insurance coverage, please let staff know.

## Smoking Policy

Smoking is not permitted anywhere inside the hospital or on hospital grounds.

# During Your Stay

## Orientation

At the time of admission, a staff member will make you familiar with your surroundings. You will be shown how to operate your bed controls (if applicable), how to use the nurse call system, the location of the bathrooms, etc. **Please do not hesitate to ask questions.**

## Mutual Respect and Tolerance

Kings County Memorial Hospital believes that its patients, staff, and physicians are entitled to an environment free of harassment and aggression. Physical or verbal abuse of patients, family members, visitors, staff, or physicians will not be tolerated. Any person who verbally or physically threatens or attacks another, or destroys hospital property is liable to be reported to police.

## Dentures

A special cup will be provided for your dentures and should be kept in the drawer of your bedside table. If glasses, hearing aids, or dentures are wrapped in tissue and left out in your room, they may be thrown away by mistake. **The hospital does not assume responsibility for loss of personal property, so please be careful!**

## TV and Radio

TV rental is available at the nurses desk. Patients in semi-private rooms will be allowed TV without restriction provided both patients in the room are in agreement. Otherwise, the patient desiring to use the radio or TV will be required to use earphones. A television is provided in the patient lounge.

## Telephones

Telephone hook-up is available in all patient rooms. It is the patient's responsibility to contact Aliant to connect and disconnect service. Information sheets are available at the nurses desk.

### *For other hospital telephones:*

- For local calls: dial 9, then dial the number.
- Long distance calls must be billed to your home telephone or placed as a collect call.

Two pay phones are provided in the hospital, one is located in the patient lounge and the other is located in the main lobby.

## Patient Inquiry

Numerous inquiries about you from family and friends can be very time consuming for our busy staff. Please appoint one person to this task who can then pass on the information to other family members.

## Consent Forms

Patients admitted to Kings County Memorial Hospital will be asked to sign a Consent Form for certain procedures and diagnostic tests that require approval. Your doctor will explain your procedure or diagnostic test and will answer any questions you may have before asking you to sign the form. **Do not sign any consent form unless you have a full understanding of the procedure!**

## Confidentiality

All patient information is confidential. The only people who have the right to access specific details about your illness and treatment are the members of the health care team caring for you.

## Fire Drills

Fire drills are conducted in the hospital on a regular basis. If one occurs while you are in the hospital, please remain in your room and follow any instructions given to you by staff.

## Infection Control

You can participate in infection control by washing your hands before leaving your room and after using the bathroom. It is important that your visitors be free from colds and other infectious diseases. All visitors are encouraged to utilize hand washing stations when arriving at the hospital and throughout their stay.

If you are on isolation precautions, your visitors should report to the nurses desk for instructions before they enter your room. Visitors will be taught proper hand washing and how to apply necessary isolation equipment such as gowns, gloves, and masks.

Visitors are not permitted to visit room to room.

# Services For You

## Gift Shop

The gift shop, which is run by the Auxiliary, features a selection of gift items, personal toiletries, cards, and snacks. Community members donate hand-crafted items which are available for sale. Hours of operation are posted and are subject to seasonal changes.

## Flowers and Mail

Flowers and mail for you will be delivered to your room. Flowers are permitted in your room provided that they do not interfere with other patients.

Ask your friends and relatives to send items clearly marked with your full name to:

**Patient Name**  
**Kings County Memorial Hospital**  
**409 MacIntyre Ave**  
**PO Box 490**  
**Montague, PE**  
**C0A 1R0**

## Private Duty Nurse

Arrangements for a private duty nurse may be made through the head nurse and your private duty nurse will bill you **directly**.

## Newspapers

The Guardian newspaper is available for purchase in the admitting area. The Eastern Graphic newspaper is available in the gift shop.

## Pastoral Services

Most clergy in the region visit our hospital on a regular basis. If you have identified a particular religious denomination during admission, your name will be provided to your clergy when they come visit the hospital. If you want a visit from your clergy, and he/she has not been in to see you, you can ask your family or your nurse to telephone them. We do have a list of telephone numbers for most clergy in the area.

The hospital chapel is close to the patient lounge. It is always open and we encourage patients and their families to use it at any time.

## Barber and Hairdressing Services

You or your family members will need to make arrangements for a private barber or hairdresser to come to the hospital.

## Family Room

The family room is provided by the hospital and the Hospital Auxiliary for special needs, quiet times, and use of the telephone. Please be considerate of the needs of others.

## Health Care Directives

A health care directive, often called a “living will,” is a legal document describing the amount and type of care you want, should you become incapable of making health care decisions on your own. Anyone who is 16 years of age or older and capable of making health care decisions can make a directive. A health care directive must be in writing, dated, and signed. A special form is not required, although several sample forms are available. For more information or a sample, please call 838-0733. Patients who have completed a Health Care Directive may contact Medical Records to ensure your Directive is on your medical chart.

# For Your Visitors' Information

## Visiting Hours

### *Visiting hours are:*

11:00 am to 1:00 pm

2:00 pm to 8:30 pm

### *The patient rest period from 1:00 pm to 2:00 pm daily is strictly enforced.*

Family and friends are welcome to visit while you are in the hospital. However, patients recovering from illness do tire easily. For this reason, and on your behalf, the hospital has some regulations about visitors.

1. We recommend that no more than two people visit a patient at one time so that all patients can rest and have privacy.
2. Children under the age of 12 years are allowed to visit when accompanied by an adult and must remain with an adult.
3. Your bathroom and telephone facilities are for your use only. Public facilities in the main lobby are available for visitors.
4. An announcement over the public address system will advise visitors when visiting hours are over.
5. When a child is a patient in the hospital, visiting restrictions do not apply to the child's parents. Parents may arrange to stay overnight. Please speak with a nurse if you wish to do so. With young children, at least one parent, friend, or family member must stay at all times.
6. Visitation restrictions do not apply to family and friends of palliative care patients. (See nursing staff for further information.)

# Discharge Planning

Your discharge is a gradual process. Many factors are taken into consideration when determining the appropriate time for discharge.

A doctor is the **only** person who will let you know when you are able to go home.

A doctor or the nursing staff will explain the details and location of any follow-up care.

The discharge nurse will discuss your medication routine with you and will return any medications that you brought to the hospital.

If you need additional help at home, the discharge nurse will refer you to the appropriate services, such as Home Care.

Please be prepared to leave the hospital at or before 11:00 am on the day of your discharge. This allows housekeeping staff to prepare the room for another patient.

Make sure you have all your belongings before leaving the hospital.

Stop at the admitting desk to pick up any money or valuables placed in safekeeping. This area is open between 8 am and 4 pm from Monday to Friday.

If you are not a resident of Prince Edward Island, please stop at the admitting desk to ensure proper paper work is completed.

Occasionally, circumstances may require you to be discharged earlier than expected. This may occur when an acutely ill patient is in urgent need of admission and no beds are available. Patients are assessed according to the severity of their illness. Therefore, you may have to be sent home earlier than you had expected without significant advance notification. If this situation should arise, our staff will help you and your family to make discharge arrangements with as little inconvenience to you as possible.

## Lifeline

Lifeline is a service that you may wish to have when you go home from the hospital. This service is sponsored by the Montague Rotary Club. The Lifeline is a piece of equipment that you can have in your home to allow you quick and easy communication for immediate help.

Whenever you need help, one press of your lightweight, waterproof “help” button activates a small in-home unit called a communicator. It puts you in touch with a caring Lifeline Monitor who speaks with you and finds out what kind of help you need. The Lifeline Monitor will then make the arrangements that are needed to get you necessary help.

With Lifeline, both you and your family can rest assured that you remain safe and secure in your home.

There is a monthly charge for Lifeline. For more information, please contact this toll-free telephone number: 1-800-387-8120.

## **Patient Satisfaction Survey**

In our effort to improve care, you may be requested to complete a satisfaction questionnaire about your stay in our hospital. We want to hear your comments and would appreciate if you could take the time to complete and return the survey.

# Health Services at KCMH

## Admitting and Reception

The admitting and reception area is located inside the front door of the hospital. Admitting staff operate the switchboard, admit in-patients and emergency patients and other services (including nutrition, physiotherapy, and specialists' clinics). Staff is also responsible for some aspects of patient billing. They can also provide you, your family, and visitors with directions to various areas of the hospital.

## Emergency Department

A physician is available on-site between the hours of 8:00 am - 10:00 pm daily. Patients who come to the department for treatment will be assessed by a nurse and seen **in order of urgency**. You may have to wait for a time during emergencies or in heavy workload situations. **After drug stores are closed there may be a \$2 fee for an overnight supply of each prescription medication provided.**

## Lab and X-ray Services

Lab and X-ray staff carry out procedures that may be requested by your doctor. These services may include blood tests, x-ray or an electrocardiogram (ECG), which is a test that traces the electrical activity of the heart. If you have any questions about any procedures, **please ask**.

## Pharmacy

KCMH Pharmacy provides medication and medication-related services to KCMH in-patients. The pharmacy is staffed by a full-time pharmacist and a part-time pharmacy technician. The pharmacist is responsible for reviewing and distributing medications to in-patients as well as being a resource regarding medication to both patients and staff. It is recommended that patients take all their medications with them when they come to the hospital, as the hospital may not provide everything that the patient takes at home.

## Housekeeping and Laundry

Housekeeping and Laundry staff at KCMH provide services seven days a week. The Laundry provides fresh linen for your needs and will process personal clothing items such as pyjamas or nightgowns, if necessary. Please try to mark personal clothing so it can be returned to you.

Housekeeping staff clean and disinfect the patient area daily. Floors are vacuumed or dry mopped daily and damp mopped at least three times a week. Staff also clean and disinfect the washrooms, provide paper products, and dispose of garbage. Bedside and over-bed tables are wiped down daily. After each patient is discharged, the beds, mattresses, and entire unit is thoroughly cleaned and disinfected.

**Please do not ask Housekeeping or Nutrition Services personnel to change bed positions or move personal articles in your room. If you need help, call a nurse for assistance.**

## **Nutrition Services**

Our goal is to provide you with nutritious and enjoyable meals during your hospital stay. If you have questions about your diet or the daily menu, staff will be glad to assist you. Meal hours are as follows:

<b>Breakfast</b>	<b>7:45 pm</b>
<b>Dinner</b>	<b>11:45 am</b>
<b>Supper</b>	<b>4:45 pm</b>

Our menu is designed by our dietitian to be one model of healthy eating for most patients, including those who have diabetes or heart disease. It follows the principles of Canada's Food Guide, meets the standards for Heart Healthy Eating, and provides consistent carbohydrates for people with diabetes. We use recipes from cookbooks written by home economists and dietitians for groups such as the Canadian Diabetes Association and Heart and Stroke Foundation of Canada.

The menu provides approximately 1800 Calories per day, not counting snacks or extra food you get from visitors. If you find that you would like more or less food, you may ask for larger or smaller servings. A limited selection of food and beverages is also available to you in the patient kitchen of the nursing unit. Please remember that these are for patients and **not for visitors**.

We are not able to offer a choice of main course at each meal, but we try to give you some other choices. Please complete the Food Preferences Form when you are admitted.

*If you have heart disease, high blood cholesterol, or high blood pressure*, you will receive the same meal as everyone else, although usually there is no salt on your tray. The **sodium** content of our food is within allowable limits because most of our food is cooked without added salt, and we use very few high-sodium processed foods. When there is a small serving of a high-sodium food such as ham, there are no other high-sodium foods on that day. The vegetables, fruit, and milk in our menu provide potassium to balance the sodium. We also include whole grains and dried beans, which are part of the DASH diet, a way to control high blood pressure.

The **fat** and **cholesterol** content of our meals is also within allowable limits. Eggs are included at breakfast five times a week, as a source of protein. *Today's eggs contain much less cholesterol than they used to.* We use 1% milk, which contains only 5 mg cholesterol in half a cup. For your coffee or tea, we use whole milk, which gives more calcium and other nutrients than you get in cream.

*To reduce blood cholesterol, the amount and kind of fat you eat is more important than the cholesterol in food.* Our menu provides the right amount of fat and a variety of kinds of fat, including butter. The amount of butter (or margarine if you prefer its taste) is limited to one pat per meal. We use lean meat, and the size of serving is 50 to 100 grams (2 to 3.5 ounces), cooked.

Our gravy is fat-free, and the salad dressing for sandwiches and salads is low-fat. Baked goods are made with the lowest amount of fat that still gives an acceptable product, and the size of serving is small, for example one-eighth of a pie. Pies are all single crust. The serving size for oven-fried fish, potatoes, or chicken is small because they have been partly fried before freezing.

**If you have diabetes**, you will receive the same meal as everyone else, including small amounts of regular desserts and sugar if you wish. Since 1995, the Canadian Diabetes Association has said that people with diabetes can make sugar part of their meal plan.

*To control your blood sugar, it is more important to get a consistent amount of carbohydrate every day at each meal than to just cut out sugar.* Our meals, including sugar, give you about 75 grams of carbohydrate. Try to eat the same amount at each meal every day. Desserts are made with the lowest amount of (real) sugar that still gives an acceptable product and include foods from one or more of the food groups in Canada's Food Guide (vegetables/fruit, grains, milk, and meat alternates). Portions are not large. Our menu is one model of healthy eating; there are others. At home, follow the advice of the Diabetes Program Dietitian.

## **Allied Health Professionals**

While you are an inpatient, referrals may be made for a consultation with the Physiotherapist, Clinical Dietitian, Occupational Therapist, or Speech Language Pathologist. Follow up may be in the hospital or after discharge as determined by the professional. Consultations may be made for home care services as part of discharge planning. If you have diabetes, a referral may be made for you to the Regional Diabetes Program.

## **Medical Records**

The Medical Records Department is where your confidential medical charts are stored following discharge. The purpose of the Medical Records Department is to provide a means of communication between the physician and the other health care professionals contributing to the patient's care and to serve as a basis for planning individual patient care. Following discharge, the Medical Records Department stores your confidential medical record for future use, ensuring that it is readily available when needed.

## **Equipment Loans Cupboard**

The Southern Kings and Queens Home Health Care Equipment Committee is a non-profit group that runs the Equipment Loans Cupboard.

They loan out home care equipment, such as wheelchairs, raised toilet seats, commodes, bath seats, walkers, and IV poles. The rental fee is usually from \$10 to \$20 for a three month period. This service is located at KCMH. Volunteers are available Wednesday afternoons from 1:00 pm to 3:00 pm. At other times, more information may be obtained by telephoning the physiotherapist at 838-0748 or the occupational therapist at 838-0793.

# How to Make a Healthy Contribution

## Hospital Foundation

The Foundation Board consists of ten board members including five members of the community from various geographic areas. One member of the KCMH Auxiliary is also represented on the Board, as well as several KCMH staff members including the Director of Nursing, the Administrator, a member representing the staff and the Chief of Staff for KCMH.

The purpose of this volunteer board is to manage and disperse financial donations made to KCMH. Monies that are donated are used to buy equipment for the hospital and to fund staff education. We depend on public support to continually upgrade our equipment and facility. Many of the gifts of money we receive are donations made in another person's name as a form of remembrance or tribute. Receipt for income tax purposes are issued each January for all donations made in the previous year.

Donations can now be made to KCMH by transferring shares. This process eliminates the capital gains on the donation and a charitable tax receipt for the full value is issued to the donor. If the donor sells the shares first and then donates the cash, the donor must first pay considerable capital gains which reduces the tax savings. Your accountant or financial advisor can help you with details on such tax savings.

Planned giving through wills and bequests can be arranged through the program called "Leave a Legacy". If you wish for more information about this program, please telephone Kings County Memorial Hospital's Administrator at 838-0737.

A capital campaign is underway for the next year to purchase a digital x-ray machine. Our goal is to raise \$500,000 for this purpose. Your support is greatly appreciated.

## KCMH Auxiliary

The primary purpose of the KCMH Auxiliary is to add to the comfort and well-being of patients. Various fundraising activities are held to achieve this purpose. The Nearly New Shop is the prime charity that raises money to be donated. Money is also raised through the hospital Gift Shop, luncheons, and various other events.

The hospital auxiliary donates money to the KCMH Foundation for equipment purchases. It may also provide assistance to other health support services in the community, provided they are registered charities. Another project, which the auxiliary has taken on, is providing a bursary to a Montague Regional High School graduate wishing to continue his/her studies in a health-related field.

If anyone would like to join the auxiliary or volunteer their time to the efforts of the auxiliary, please call the hospital Administration Office for the name of a contact person.

## Hospice

Hospice of Southern Kings County Inc. was incorporated in 1985. It is a community based program working in cooperation with the Island Hospice Association. This team of professionals and trained volunteers is organized to assist in the care and support of those living with a life-threatening illness and to support their families.

This hospice is an independent, non-profit, volunteer organization registered as a charity which relies solely on memorials, donations, and fundraising events. The money is used for administrative costs, the coordinator's salary, training programs, equipment to loan out, etc. Hospice care is provided under the direction of the patient's physician in a variety of settings (i.e. patient's home, hospital, nursing home, etc.). **There is no fee for this service.**

Hospice care is arranged by family, friends, physician, hospital/home care staff, or the patient. When the coordinator receives a referral, she will do an assessment with the client and family to decide what services are required.

For hospice care, contact the coordinator at 838-2269.

## Junior Volunteers

The Junior Volunteers are a group of students who have been trained to make your hospital stay more pleasant. They volunteer two to three hours every week during the school year to provide the little extras that staff sometimes cannot find time to do, such as: reading, running errands, and visiting with patients. They help staff with bed making, delivering meal trays, and much, much more. The volunteers provide a valuable service to KCMH patients and staff and also benefit from being exposed to the health care field and volunteering.

# Your Good Health is Our Main Concern

To maintain your good health and to ensure that our health care dollars are spent effectively, we offer the following suggestions to help keep you out of Kings County Memorial Hospital:

1. Enjoy a well-balanced diet that includes a variety of food from each food group every day, as recommended by Canada's Food Guide.
2. Wherever possible, reduce the amount of fat, salt, and sugar in your diet. Choose fresh rather than processed foods, and eat foods that are high in fiber. Drink several glasses of water and other fluids each day.
3. Maintain an appropriate weight for your height and body build. If you need to lose weight, set a realistic goal. Follow a sensible program and avoid products that promise miracle results. You didn't put the weight on overnight, don't expect to lose it overnight.
4. Stop smoking for your own sake and for the good health of those around you. Some people say it takes 28 days to develop a habit. Consequently, it follows that breaking a habit will take some time as well. Don't expect to give up smoking overnight.
5. Include physical exercise in your daily routine. Walk rather than drive; walk a little further after parking the car and take the stairs rather than the elevator. Be aware of good posture while standing and sitting.
6. Before exercise, even walking, take time to prepare your body through a stretching and warm-up routine. Wear shoes that fit properly and provide good support. Start easily and progress slowly.
7. Your mental health is important. Good mental health contributes to your overall well-being. Try to keep some balance between work, school, family needs, and leisure or recreational pursuits.
8. Take time to relax and enjoy family and friends. You can't always control stressful events in your life, but you can maintain some control over how you respond to the stress you experience. Practicing some deep-breathing exercises, which serve to relax your body physically, can actually help to prepare you mentally so you can cope with stress more effectively.
9. Discuss with your doctor or another health professional important health checks such as breast self-examinations, blood pressure monitoring, prostate examinations, and pap tests. You know your body better than anyone. Remember to listen or look for clues that could be signs of a more serious problem, and discuss these with your doctor.

*An ounce of prevention is worth a pound of cure!*