



**MICHAEL
GARRON
HOSPITAL**

TORONTO EAST HEALTH NETWORK

Family Birthing Centre

Pre-Registration Booklet



REVISED JULY 9, 2019





Dear Expectant Patient,

Congratulations! We are delighted that you are planning to have your baby at Michael Garron Hospital (formerly Toronto East General Hospital).

We offer a state of the art Family Birthing Centre and Special Care Nursery to meet the needs of you and your family. Our commitment is to provide you with a birth experience that recognizes the significance of family support, participation, and choice. We want to work with you to prepare for this life-changing event and life with your new baby.

We encourage you to take advantage of our many educational opportunities, including tours of the Family Birthing Centre, Prenatal, Postnatal, Breastfeeding and Infant CPR classes. Your registration package identifies a number of learning options for you and your family. Please review all of the contents and follow the simple instructions to book a class.

We ask all patients to pre-register with the hospital for your birth experience. Please complete the pre-admission questionnaire using a pen and printing clearly. Bring your completed questionnaire, along with your Health Card, official documents, and extended health benefits insurance card when you register at 24-28 weeks of pregnancy to our Reception Desk on the 7th floor G-wing or afterhours to the Admitting Department on the 1st floor G-wing. This visit will allow you to complete necessary paperwork and payments before you arrive for the birth of your baby. Also, please visit our website (www.tehn.ca) for additional information.

In order to make your stay at the hospital as comfortable as possible, we will be providing you with a Parent and Baby Start-up kit. The kit costs \$20 and contains essential care items required during your hospital stay such as personal hygiene supplies, and baby care items. The cost of the package should be paid at the time of pre-registration. If you require a breast pump during your stay, you may purchase a breast pump kit. You can also purchase a reusable breast pump kit.

Please contact the Manager of Maternal, Newborn and Child Care Services at (416) 469-6580 extension 3567 if you have any questions about your hospital birth experience. For information enquires regarding your pre-registration and/or our child birth education classes, please call **(416) 469-6130**.

We look forward to seeing you.

Sincerely,

Shelley Darling
Director of Maternal,
Newborn and Child Health Services

Dr. Jennifer Cram
Chief of Obstetrics and Gynecology

Christie Lockhart
Chief of Midwifery

Dr. Jackie Bellaire
MNC Family Practice Liaison



How To Pre-Register For Your Admission

We ask all patients to pre-register with the hospital at 24-28 weeks of pregnancy. This visit will allow you to complete necessary paperwork before you arrive for the birth of your baby.

Pre-Registration Hours:

- Family Birthing Centre Reception Desk (7th Floor G-wing)
 - Monday to Friday: 7:00 am to 2:00 pm
- Admitting Department (1st Floor G-wing)
 - Monday to Friday: 2:00 pm to 10:30 pm
 - Weekends (including holidays): 7:30 am to 10:30 pm

What To Expect When You Arrive To Pre-Register?

The pre-registration process involves two steps when you arrive and will take approximately 15 minutes if there are no urgent interruptions.

STEP 1 - The first step includes dropping off your completed forms. During your visit, we will review your forms and answer any questions you may have.

Please bring your...

- pre-registration questionnaire
- health equity questionnaire
- request for room accommodation form
- child birth class registration form (optional classes)
- secondary insurance information (employer insurance provider)
- health card or other government insurance documents*
and your photo identification (e.g. Driver's License or Passport)

* *If you do not have government insurance coverage, please contact the Business Office at (416) 469-6580 ext. 6231, before your expected delivery date, to make arrangements for payment.*

STEP 2 - The second step is our payment process for your 'Parent and Baby Start-up Kit' and class fees, if you are registering for classes.

What Is The Parent and Baby Start-up Kit?

In order to make your stay at the hospital as comfortable as possible, we will be providing you with a kit filled with necessities that you and your baby will need during your hospital stay. Your package costs \$20 and includes a variety of products (personal hygiene and baby care items).

The \$20 cost of the kit is to be paid at the time of pre-registration.

Payments can be made at the Family Birthing Centre Reception Desk (7th floor G-wing) or Admitting Department (1st floor G-wing). No cash payments. We accept debit, credit card and cheque. Cash payments can be made through the Cashier's Office (1st floor C-wing).



Selecting Your Preferred Room

Room Selection: The cost of your hospital stay is based upon a daily rate according to the type of room accommodation requested and valid government insurance coverage. The types of room accommodation are as follows:

- Standard Ward Room (3-4 patients per room)
- Semi-Private Room (2 patients per room)
- Private Room (1 patient per room)
- Private Deluxe Birthing Suite (1 patient per room)

Every attempt will be made to place you in your preferred room. If your first choice room type is not available, your second choice will be considered. If you do not have secondary insurance coverage for private accommodation, **a day deposit is required** for private room or private deluxe birthing suite requests. Please contact the Business Office if you have any questions regarding the deposit and/or refunds if you are not placed in your first or second choice preferred room accommodation.

Private Insurance: The hospital is not responsible for contacting your insurance company to inquire about your coverage. The deluxe private birthing suite is not covered by any insurance company. Insurance benefits may be discontinued during maternity leaves for mothers who are the primary holder of the insurance policy, please contact your employer or insurance company regarding your coverage. The patient is responsible to pay for all outstanding charges not paid by their insurance provider. For inquiries, please call the Business Office at **(416) 469-6580 ext. 6231**.

Room Relocation: During your stay you may be moved to another room. The hospital reserves the right to relocate patients. This is to accommodate another patient with a certain medical condition.

Uninsured Patients: Please call the Business Office at **(416) 469-6580 ext. 6231** to make for payment prior to your delivery date. Patients with interim federal health insurance coverage must present their original certificate with photo and all other patients should provide proof of identification (driver's license, passport) upon arrival. We accept Visa, Master Card, AMEX, debit, cheque and cash payments.

Room Request: You will be asked to complete the request for accommodation form and select your preferred room. You may not be placed in your preferred room if the request form is not completed.

To complete the form, please ensure that all of the sections are filled out and select your first choice and second choice preferred room. Also if you have insurance coverage through your employer, please provide the insurance provider name, your employer's name, insurance policy and certificate number.



Family Birthing Centre Price List

Family & Childbirth Education

- Prenatal Classes Includes: - Mom & Baby Post-Natal Groups \$220. per couple
- Breastfeeding Class
- Baby Care (Baby Bath & Massage)
- Postnatal Class \$80. per person
- Breastfeeding Class Only \$20. per couple
- Baby Care Class \$20. per couple
- Refresher Prenatal Class \$130. per couple
- Grandparents Classes \$40. per person
- Infant C.P.R. Class \$45. per person /
\$80. per couple

Preferred Room Accommodation

- Standard Ward Room - 3-4 Patients Per Room - Covered by OHIP
- Semi-Private Room - 2 Patients Per Room - Additional \$250. per day
- Private Room - 1 Patient Per Room - Additional \$295. per day
- Deluxe Private Room - 1 Patient Per Room - Additional \$320. per day

Parent & Baby Start-up Kit

- Maternity Pack \$20. each package
Includes: - Vaginal Wash Bottle (Peri Bottle)
- Baby Comb
- Diapers
- Sanitary Pads
- Baby Wash Cloths
- Disposable Soaker Pads
- Breast Feeding Pump Kit - Reusable - Double \$40. each kit
- Reusable - Single \$20. each kit

Circumcision Procedure

- Please make arrangements with the Paediatric Unit at \$320.
(416) 469-6580 ext. 6590 before going home with your
baby. Please note that this service is NOT covered by OHIP.

IMPORTANT NOTE: ALL ABOVE CHARGES AND RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE



Parent & Baby Learning Services

(416) 469-6130

Child Birth Education Classes:

Pre-Natal & Post-Natal Classes

This program will prepare you for your birth experience. Learn what you might expect during your pregnancy birth, and early weeks with your baby. Take a hospital tour, watch videos, practice comfort measures such as breathing and massage, share concerns with other expectant parents. Our prenatal classes also include a Breastfeeding Class, a Baby Care Class (Baby Bath and Massage), and four post-natal classes. These classes cover a variety of topics including: adjustment to parenthood, staying fit, coping with fatigue and isolation, going back to work, daycare, weaning, child development and more. As well, these classes provide an opportunity to meet other parents and babies, to share experiences and provide support for the new parent. We offer the flexibility of choosing a time that is convenient for you. Please see the class registration form for class options.

Refresher Pre-Natal Class

This class is designed for those who have previously given birth. Please see the class registration form for class options.

Grandparents Classes

This class is designed for grandparents who would like to learn about what's new and what's changed in early infant development. Topics include car seat safety, skin to skin benefits, exercising with your grandchild, Dunstan Language of babies and much more.

Infant C.P.R. Class

This class will help you learn how to perform infant cardiopulmonary resuscitation (CPR) so that you will be prepared in the event of an emergency. Please see the class registration form for class options.

Breastfeeding Class

This class will provide you and your partner with information about the basics of breastfeeding and how to have a successful start. Please see the class registration form for class options.



Baby Friendly™

www.breastfeedingcanada.ca



Visitor Policy



The Maternal, Newborn & Child Health Service recognizes the important role that family and friends play in celebrating the birth of a new baby. We welcome and encourage family involvement in care and health teaching.

In order to support our moms and babies during their short stay with us, we limit the number of visitors in the department afterhours. Our moms and babies thank you for your co-operation.

- **Children under the age of 12 years must be accompanied by a responsible adult at all times; this adult should not be the birthing woman.**

How can I ensure my privacy during my hospital visit?

Registration Interview:

To keep your conversation private, a registration form is available to you upon request. Please fill out the form and hand it to the registration clerk.

Telephone & Visitor Inquires:

When you register, we will ask you whether or not you would like anyone to know that you are in the hospital. If you answer “no”, anyone that calls, including your family members, will be told that we cannot provide this information.

Your Privacy In The Waiting Room:

Your name will be called out in the waiting room. If you would like to be called by another preferred name, please notify the clinic staff.

If you have any questions regarding our privacy policy, please ask for our Privacy brochure. You can also contact our Privacy Officer at (416) 469-6580 x7781 (privacy@tegh.on.ca).



Health Equity Questionnaire

WE ASK BECAUSE WE CARE

Dear Patient:

Michael Garron Hospital believes that all patients deserve equal access to high quality health care and support. Research has shown that demographic characteristics like age, gender, sexual orientation, country of origin, ethnicity, language, education and income can impact a person's health and the care they receive.

We want to better understand and design programs that meet the needs of the people who come to us for care.

That is why we are asking you more detailed questions.

Please note:

- Your answers are for research and will not affect your care.
- Any information you provide will be **confidential**.
- This questionnaire is optional. If you do not want to answer a question, please choose 'Prefer not to answer'.

Please return the completed questionnaire when you arrive at the hospital to pre-register.

Thank you! Information collected will help us know who we are serving, whether our patient's needs are being equitably met and where there are gaps in care.

For more information:

www.torontohealthequity.ca

We ask because we care
Health Equity Data Collection Research Project

What language do you feel most comfortable speaking in with your health-care provider?

Do you have any of the following disabilities?

Which of the following best describes your racial or ethnic group?

Ontario
Toronto Central Local Health Integration Network
Réseau local d'intégration des services de santé du Centre-Toronto

MICHAEL GARRON HOSPITAL
FOUNDED BY EARLY HEALTH CARE NETWORK

Sunnybrook
HEALTH SERVICES CENTRE

SickKids

Toronto Public Health

UHN
UNIVERSITY HEALTH NETWORK

St. Michael's
ST. JOSEPH'S
HEALTH CENTRE TORONTO

WCH
WOMEN'S COLLEGE HOSPITAL

Mount Sinai Hospital
Sinai Health System

Providence Healthcare

camh
Centre for Addiction and Mental Health



Why do we ask for your personal information?

Registration is an important step in your care. We must verify your identification, insurance and contact information each time you visit. We must also ask you screening questions to help prevent the spread of infectious disease.

Why is your personal contact information so important?

In case we need to contact you for any reason regarding your care (e.g. abnormal test results, appointment cancellation, etc.).

Why do we ask for your alternate contact person & substitute decision-maker?

You will be asked to provide your **substitute decision-maker (SDM)** information (name, address and telephone number). Your SDM is the person who will make health and personal care decisions for you if there is ever a time you are not capable of making them yourself. If you don't recognize this term or would like more information, please visit our website.

You will be asked to provide your **alternate contact person** information (name, address and telephone number). This person is not authorized to make health or personal care decisions, but may be someone who plays other important roles in your life. For example, some people may list a family member who is not their SDM, a friend, a neighbor or even a landlord.

Why do we ask for your religion?

We ask for your religion to identify specific requirements that may be necessary to follow during emergency situations or for your dietary needs. Also, spiritual support services are available.

How does my doctor obtain a copy of my medical reports?



Will my family doctor receive a copy of my medical reports for this visit?

If we have your doctor's information in our computer system, after your visit we will automatically send to your family doctor any diagnostic reports (x-ray, CT, blood work, etc.), and physician consultation notes and discharge summary reports.

IMPORTANT!

- If we **do not** have your family doctor's information in our computer system, we will not be able to send your reports.
- If you do not have a family doctor, you may contact the College of Physicians & Surgeons of Ontario (www.cpsso.ca), Health Care Connect (1-(800) 445-1822) or Partners for Health ((416) 469-6363) for a list of doctors accepting new patients.

How can I obtain a copy of my medical reports?

Please call the Release of Information Department at **(416) 469-6580 ext. 6273**. Also, you can register to access your medical records and future appointment information free online through **MyChart™**. For more information or to register, please go to the Health Records Release of information Department located on the 1st floor A-Wing.



Information For Patients With No Valid Government Health Insurance Coverage

The cost of your Hospital stay is based upon a daily rate. Patients with **no valid** government health insurance coverage will be asked to make a deposit upon admission.

Please call the Business Office at **(416) 469-6580 ext. 6231**, to make arrangements for payment prior to your expected delivery date.

The visit service fees and daily room rates **DO NOT** include the following charges:

- **Other attending Physician/Specialist fees** (*fees charged to you directly by your doctor*)
- **Diagnostic/X-ray tests** (*these will be charged to you after your visit*)
- **Orthopaedic appliances** (e.g. crutches)
- **Ambulance transfer fee**
- **Operating Room visit**
- **Preferred Room Accommodation** (*e.g. semi-private, private and deluxe private*)

How can I pay my hospital bill?

There are a variety of ways to pay your bill:

In-Person: **Cashier's Office**
Monday - Friday
8:00 a.m. - 3:00 p.m.

Family Birthing Centre Reception Desk
Monday - Friday
8:00 a.m. - 2:00 p.m.

Emergency Department
Anytime / 24 hours

Admitting Department
7 days a week (including holidays)
Monday - Sunday
7:30 a.m. - 10:30 p.m.

Telephone: **Business Office**
(416) 469-6580 ext. 6231
Monday - Friday 8:00 a.m. - 4:00 p.m.





SERVICE ONTARIO LOCAL OFFICES*

[HTTP://WWW.ONTARIO.CA/SERVICEONTARIO](http://www.ontario.ca/serviceontario)



Lakeshore East Office 1025 Lake Shore Blvd. E.	Monday, Tuesday, Wednesday & Friday 8:00 am - 5:00 pm Thursday 8:00 am - 8:00 pm Saturday 8:00 am - 1:00 pm
O'Connor Office 1871 O'Connor Drive Unit 3&4	Monday, Tuesday, Wednesday & Friday 9:00 am - 5:00 pm Thursday 9:00 am - 8:00 pm Saturday 9:00 am - 1:00 pm
Leaside Office 102 - 939 Eglinton Avenue E.	Monday, Tuesday, Wednesday & Friday 9:00 am - 5:00 pm Thursday 9:00 am - 8:00 pm Saturday 9:00 am - 1:00 pm
Downtown Office 150-33 Victoria Street	Monday, Tuesday, Wednesday & Friday 9:00 am - 5:00 pm Thursday 9:00 am - 7:00 pm Saturday 9:00 am - 1:00 pm
College Office 534 College Street	Monday, Tuesday, Wednesday & Friday 9:00 am - 5:00 pm Thursday 9:00 am - 8:00 pm Saturday 9:00 am - 1:00 pm
College Park Office 777 Bay Street Lower level (Ontario Ministry of Health Office)	Monday & Tuesday 8:00 am - 7:00 pm Wednesday & Friday 8:00 am - 5:00 pm Thursday 8:00 am - 8:00 pm
Toronto Office 47 Sheppard Avenue E. 4 th Floor Unit 417 (Ontario Ministry of Health Office)	Monday, Tuesday, Wednesday & Friday 8:30 am - 5:00 pm Thursday 8:30 am - 7:00 pm

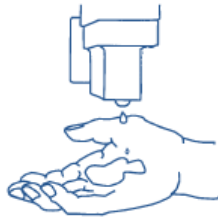
IMPORTANT! Please call **(416) 326-1234** or 1-(800) 267-8097 **before you visit** a Service Ontario office. You may need to go to a specific office location depending on your coverage situation. Thank you.

* *Office locations and operating hours may change without notice.*



We are a Smoke Free facility. Also, many people are sensitive and/or allergic to fragrance.

We ask that you please reduce the use of products that contain scents.



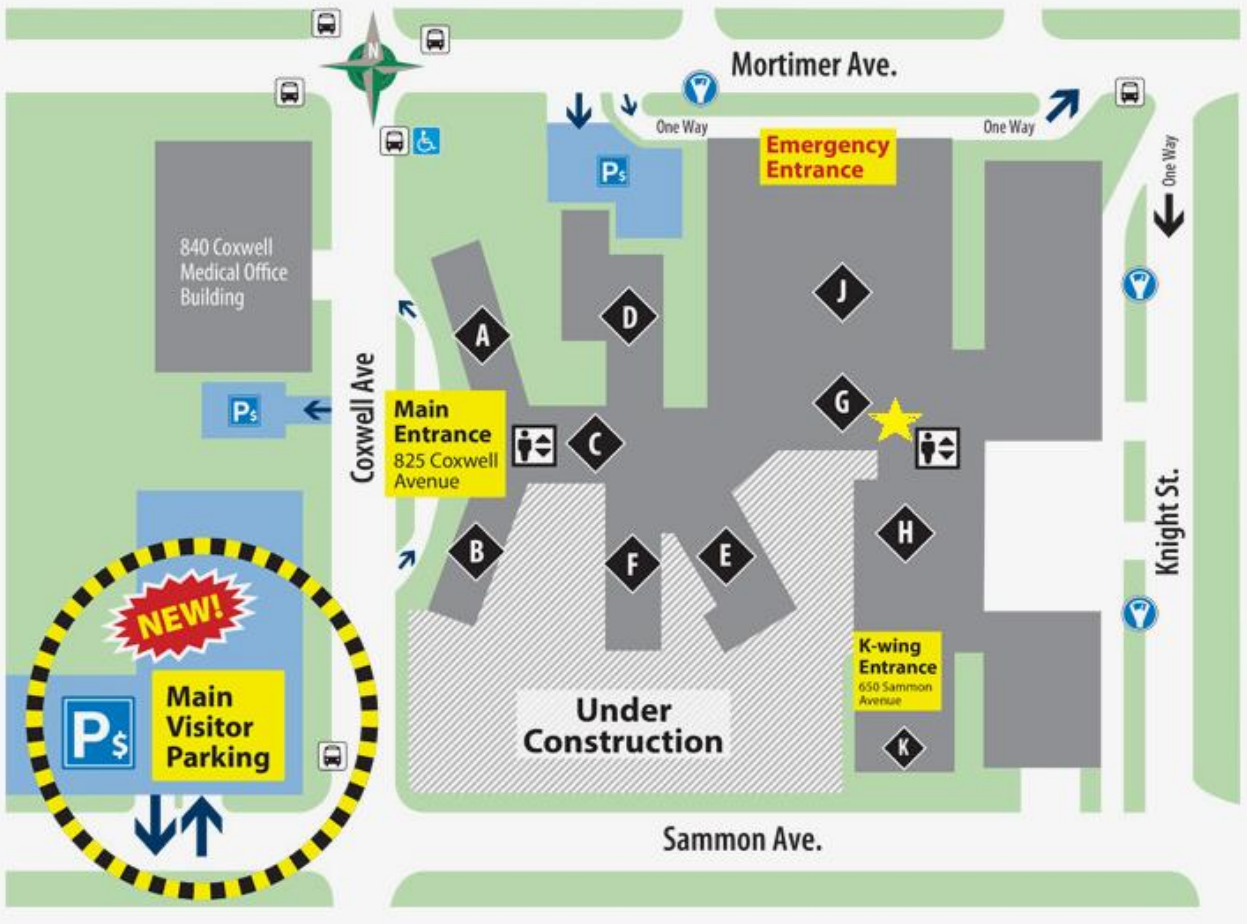
**Help us stop the spread of disease.
Hand washing is important!**

Please wash your hands before, during and after you visit the hospital. Thank you.

Family Birthing Centre:	(416) 469-6130
Maternal Triage Nurse:	(416) 469-6580 ext. 6216
General Inquiries:	(416) 461-8272
Donations:	(416) 469-6003 foundation.tegh.on.ca
Patient Rep. Office:	(416) 469-6096 ptrep@tegh.on.ca
Business Office:	(416) 469-6580 ext. 6231
Medical Records:	(416) 469-6580 ext. 6273
Our website:	www.tehn.ca
 Follow us on Twitter:	@EastGeneral
 Like us on Facebook	



INTERNAL HOSPITAL MAP



Parking Changes



Important Parking Notice

Public parking at Michael Garron Hospital has been relocated to the Sammon Avenue lot west of Coxwell Avenue due to construction.

If you have appointments schedule at the hospital, please arrive at least 15 minutes prior to your appointment time. Thank you.