



Penticton Regional Hospital Update on Access

Information for Patients and Visitors

August 2019



Interior Health
Every person matters

Presentation Overview

| | |
|-----------------------------------|----------|
| Penticton Regional Hospital (PRH) | Slide 3 |
| Site Map | Slide 5 |
| David E. Kampe Tower Access | Slide 6 |
| PRH Main Pavilion Access | Slide 8 |
| PRH Emergency Access | Slide 9 |
| Where Should I Park? | Slide 11 |
| Parking Rates | Slide 14 |
| Hours and Visiting | Slide 15 |
| Cross Cultural Services | Slide 16 |
| Food and Beverage Services | Slide 21 |
| Comments and Concerns | Slide 22 |

Penticton Regional Hospital

The hospital grounds include these buildings:

- PRH: Main Pavilion, David E. Kampe Tower and Inpatient Psychiatry.
- Westview Long Term Care
- Moog and Friends Hospice House

Interior Health recognizes that our workplace is within the ancestral, tradition and unceded territory of the Syilx Nation.

David E. Kampe Tower

The David E. Kampe Tower opened on April 29, 2019. With the opening of the tower a new Main Entrance was established.

- Patients and visitors are asked to access most services from the David E. Kampe Tower entrance or parkade located off of Government St.
- Emergency patients should access services from the Emergency Entrance at Carmi Ave.

Penticton Regional Hospital Campus Map



David E. Kampe Tower Entrance



David E. Kampe Tower

Access services from **Main Entrance** or parkade (**Government St.**)

- **Level 1** - Patient Registration (Hours: 6:30 a.m. – 4:30 p.m. Mon – Fri)
Outpatient and Diagnostic Services (for example: Outpatient Lab, Pre-Surgical Screening, Cardiology and Medical Imaging).
- **Level 2** – Procedural Services (Operating Rooms, Scopes and Minor Procedures)
- **Level 3** – UBC Faculty of Medicine and IH Melville Library and meeting rooms
- **Level 4, 5 and 6** – Inpatient Medical and Surgical Units (28 private rooms per unit)

PRH Main Pavilion

Access services from the **David E. Kampe Main Entrance** or parkade (**Government St.**)

Follow signage to “**Main Pavilion**” for:

- **Level 1** – Inpatient Rehabilitation, Occupational and Physiotherapy Services, Oncology (Cancer Care) and Emergency Department

Use the PRH Central Elevators for:

- **Level 2** – Intensive Care Unit, Labour and Delivery and Pain Clinic

Use the PRH South Elevators for:

- **Level 3** – Pediatrics and South Pavilion 3 (SP3) Inpatient Unit
- **Level 4** – Renal Program, Colon Screening, Telehealth Services and Administration

PRH Emergency Entrance



Access to David E. Kampe Tower
Entrance and Parkade

PRH Emergency Entrance

Access services from the **Emergency Entrance** (Carmi Ave.)

- **Level 1** – Emergency Department, Oncology (Cancer Care) and Health Records
- Patient Registration evenings and weekends only
hours: (4:30 p.m. – 6:30 a.m. Mon – Fri and 24 hours on Sat - Sun)

Use the PRH Central Elevators for:

- **Level 2** – Intensive Care Unit, Labour and Delivery and Pain Clinic



Where Should I Park?

Use the **Carmi Ave. – Emergency Entrance** for these services:

- Emergency
- Labour and Delivery
- Oncology (Cancer Care)
- Evening and Weekend Patient Registration:
 - Mon – Fri from 4:30 p.m. – 6:30 a.m.
 - Sat – Sun 24 hours

Where Should I Park?

Use the **Government St. – David E. Kampe Tower** parkade entrance for these services:

| | |
|--|---------------------------------------|
| Patient Registration | Outpatient Lab |
| Respiratory | Pre-Surgical Screening |
| Medical Imaging | Maternity Clinic |
| Cardiology | Neurology |
| Nuclear Medicine | MRI |
| Surgical Procedures | UBC Faculty of Medicine |
| Level 4, 5, and 6 Inpatient Units | SP3 Inpatient Unit |
| Intensive Care | Renal Program |
| Inpatient Rehab Unit | Occupational and Physiotherapy |

Where Should I Park?

- **Westview Long Term Care** is accessible from Carmi Ave. Signage is posted at the roadway for directions.
- **Moog and Friends Hospice House** is accessible from Government St. Signage is posted at the roadway for directions.
- **Psychiatry Services** is accessible from Industrial Ave. Signage is posted at the roadway for directions.

Parking Rates



Public Parking Rates:

| | Hourly | Daily | Weekly |
|-------------|--------|--------|---------|
| Public Rate | \$1.00 | \$5.00 | \$24.00 |

Contact Information:

| | Phone | Email |
|--|--------------------|--|
| Parking Department | 1.855.491.6498 | IHParking@interiorhealth.ca |
| Cashier (Monday to Friday 9am – 2:30pm) | 250.492.4000.32163 | |

Hours of Operation and Visiting

- Penticton Regional Hospital allows visiting 24 hours per day, 7 days a week.
- Emergency Entrance (Carmi Ave.) access 24/7
- David E. Kampe Tower Parkade and Main Entrance (Government St.) access 6 a.m. – 11 p.m.
- Psychiatry Services (Industrial Ave.) access 9 a.m. – 9 p.m., dependent on department activity.
- Westview Long Term Care (Carmi Ave.) access 8 a.m. – 8 p.m.
- Moog and Friends Hospice House (Government St.) access 8 a.m. – 8 p.m.



Cross Cultural Services

- **Translator services** are available through the Provincial Language Services toll-free: 1-877-BC-Talks (228-2557)
- **Aboriginal Patient Navigator** contact details:
Office: (250) 770-3533 or Cell: (250) 488-1230
- **Spiritual Care Program** – patients and visitors are welcome to make arrangements for their spiritual care advisor to visit in hospital. PRH also has an On Call Spiritual Care Program which provides visits upon request. There is also a sacred space available for patients, visitors and staff upon request. Patients and visitors can connect with Spiritual Care Program through Social Work Department.



Food and Beverage Services

- Visitors and patients have access to the PRH Basement Bistro, seven days a week. Breakfast from 8:30–10:15 a.m. and Lunch from 11:30 a.m.–1:15 p.m. (Located in Main Pavilion, use Central Elevators for access)
- SOS Café is available in the main lobby of the DKT. Hours are subject to volunteer availability. SOS Café proceeds go back to the SOS Medical Foundation.

Comments or Concerns?

In B.C., there are people to help you resolve your concerns about care.

We can listen to your concerns, help you to make a formal complaint, and work with you to resolve it.

Who can I talk to about my questions or concerns?

Staff member or manager

If you have questions or concerns about your care, please talk about it with the person who cared for you or that person's manager.

It is best to talk about your concerns at the time and place they happen.

Patient Care Quality Office

If you are uncomfortable talking to a manager or you are unhappy about how your concerns were handled, you can talk to the Patient Care Quality Office.

We are here to help resolve care quality complaints. We welcome your questions and concerns about care.



How Can I Contact the Patient Care Quality Office?



• Phone (toll-free):
• 1-877-442-2001



• Fax:
• 1-250-870-4670



• Mail:
• Patient Care Quality Office
• Community Health Service Centre
• 505 Doyle Ave
• Kelowna, B.C., V1Y 0C5



• In person:
• 8:30 a.m. to 4:30 p.m. Monday to
• Friday (except statutory holidays).



• Email:
• Patient.concerns@interiorhealth.ca