

# Outpatients

## Information Desks

There are two Information Desks for your convenience.

The Main Information Desk is located at the GlenWest (111<sup>th</sup> Avenue) entrance.

<b>Hours:</b>	7:00 a.m. – 8:30 p.m.	<b>Monday – Friday</b>
	9:00 a.m. – 8:30 p.m.	<b>Weekends &amp; Holidays</b>

The second Information Desk is located at the GlenEast (102<sup>nd</sup> Street) entrance.

<b>Hours:</b>	7:00 a.m. – 4:00 p.m.	<b>Monday – Friday</b>
	<b>Closed Weekends &amp; Holidays</b>	

## Public Parking

Surface metered parking is available to the public. All meters on site are in effect 24 hours a day, seven days a week.

Underground parking is also available to the public. Weekly and monthly parking passes are available from both Information Desks.

A Pay and Display machine and a change machine are available in the parkade at the entrance to the hospital. The Pay and Display passes are valid at all Capital Health sites. Patients/visitors who are transferred to the Glenrose Rehabilitation Hospital from any other Capital Health facility may use the original parking permit purchased from that facility for the time remaining on the original permit. For parking inquiries please contact Regional Parking at (780) 735-5630.

**Note:** Prices are subject to change without notice.

## Maps

Maps of the hospital and parking lots are available at both Information Desks.

## Website

For further details on the programs and services offered at the Glenrose please see our web site: <http://www.capitalhealth.ca>. Also listed on the website are temporary changes to programs, educational events and seminars as well as our latest research initiatives.

*As one of Canada's premier rehabilitation facilities, the Glenrose Rehabilitation Hospital offers specialized inpatient and outpatient programs and services for children and adults. Through the special skills of our physicians and staff it is a place where patients and their families meet the challenges of disability and seek to improve their physical, mental, social and spiritual health. Established in 1964, the Glenrose continues as a leader in geriatric and rehabilitation research, education and rehabilitation programs for residents of northern and central Alberta and beyond.*

**Glenrose Rehabilitation Hospital**  
10230 - 111 Avenue  
Edmonton, AB T5G 0B7  
(780)735-7999

## Site Services:

### Appointments

When you arrive for your appointment, it is appreciated if you and your visitors would refrain from wearing perfumes, after-shave, or other scented products. This is in consideration of staff and patients who have scent sensitivities or allergies.

### Banking

An automated teller machine (withdrawals only) is located on Level 1, GlenWest, near the main elevator core, opposite the Corner Store.

### Food Services

*Bistro Restaurant:* The newly renovated Bistro offers a variety of healthy choices and popular menu items. The Bistro is located on Level 0, GlenWest. *Please note that debit cards are accepted.*

*Cravings Café:* The Café is operated by the Glenrose Auxiliary and is open seven days a week, including holidays. It is located on Level 3 GlenWest. Hot & cold beverages, soups, sandwiches, pastries and desserts are available for lunch and supper. Come and enjoy the tranquil ambience of the 3rd Floor. *Please note that Cravings Café only accepts cash.*

### Gifts and Flowers

The Corner Store is operated by the Glenrose Auxiliary and is located on Level 1, GlenWest. You may purchase flowers, newspapers, magazines, books, personal care products, gifts, toys, stamps, snacks, beverages, greeting cards, and long distance telephone cards. Canes, reachers and diabetic socks are also available. Proceeds from sales are used by the Auxiliary to benefit patient care. The Auxiliary Corner Store is open seven days a week, including holidays. *Please note that the Corner Store only accepts cash and VISA.*

### Dental Service

The Dental Clinic located on Level 0 (Room 22GE) offers professional dental care including cleaning, fillings, crowns and bridges, root canals, full and partial dentures and extractions. Services are available to the elderly, disabled adults and to the general public (adults). Rates are competitive and fees are payable at the time of treatment. For an appointment call (780)735-8810.

### Hair Salon

The Hair Salon located on Level 0 (Room 0306, GW) offers a wide variety of hair services from hair cuts, colors to perms. Hours of operation vary, call (780)735-8254.

### Interpreter Services

We serve a multicultural community and offer interpreters who speak different languages to assist you when needed. The staff in your program can make the necessary arrangements, or you may call (780)735-7989.

### Library Services

The Glenrose Rehabilitation Hospital Library is located on Level 0, GlenEast in Room 0613. The library offers the use of books, videos, and audiocassettes on the many conditions treated through the Glenrose programs. Journals may be used in the library and articles may be photocopied. Library staff provide assistance in locating information for hospital employees, patients and families. Computers are available to search for online resources. The library is open from Monday – Friday, 8:00 a.m. – 4:15 p.m.

# Site Services: (Continued)

## Lost & Found

To check for missing items, call Security at (780) 735-8899.

## Outpatient Pharmacy

The Outpatient Pharmacy is located near the main entrance of the Royal Alexandra Hospital at 10240 Kingsway Avenue (across the street from the Glenrose Rehabilitation Hospital).

The pharmacy will fill discharge prescriptions at regular cost and provide counseling on the use of your prescription. The pharmacy operates from Monday – Friday, 9:00 a.m.– 5:00 p.m.

## Complaints

The hospital has a process to address complaints or grievances. Patients, family members, and others are asked to discuss their complaint or grievance with the Coordinator and/or Manager for the area initially, and then through the Office of Patient Relations. A representative is available to assist patients and families with questions and concerns about hospital policies, facilitate problem resolution and assist with special needs. For additional information please contact Patient Relations at (780) 407-1040.

### Services in the Surrounding Area:

#### Shopping

- Kingsway Garden Mall
- 20 minutes to downtown

#### Accommodation

- Ramada Inn
- Chateau Louis
- Sutton Place - Downtown

#### Banking

- BMO Bank of Montreal - Kingsway Garden Mall
- Royal Bank - strip mall west of the Royal Alexandra Hospital

*Capital Health in Edmonton is Canada's largest academic health region, providing complete health services to one million residents in the cities of Edmonton, Fort Saskatchewan, Leduc, Spruce Grove and St. Albert, and the Counties of Leduc, Parkland, Strathcona and Sturgeon (and communities within their geographical areas), as well as the Town of Devon and communities in the eastern part of Yellowhead County. Capital Health serves a total of 1.6 million people across central and northern Alberta, providing specialized services such as trauma and burn treatment, organ transplants and high-risk obstetrics.*

## Smoking

We are committed to providing patients, visitors, staff, physicians and volunteers with a healthy, smoke-free environment. Smoking areas have been removed from all Capital Health facilities, including parking areas (both inside and outside of your vehicle), on site sidewalks and all other areas. For information on support with quitting smoking please contact the Smokers Help Line at 1-866-332-23 22 or visit their website at [www.tobacco.aadac.com](http://www.tobacco.aadac.com).

## Telephones

Pay phones and courtesy phones are located throughout the hospital. **Cell phones may only be used in the area by the Main Information Desk.**

**Enhancing Accessibility** – The Glenrose Rehabilitation Hospital now has a pay phone with Keypad Teletypewriter (TTY) service. This phone is located on the main floor across from the Auxiliary Corner Store. This upgraded phone offers communications options for the deaf and hard of hearing. The interface is similar to instant messaging services currently utilized by many members of the deaf community. This service includes:

- TTY to TTY Calling
- TTY to Voice Calling (711 Message relay Service)
- Voice to TTY Calling (711 Message relay Service)

## Transportation

Local transit information is available at the Main Information Desk. The Disabled Adult Transportation System (DATS) ((780) 496-4567) loading zone is located outside the GlenWest (111<sup>th</sup> Avenue) entrance. Also, direct taxi telephone lines are located at both entrances.

## Vending Machines

Vending machines with snacks, coffee and soft drinks are located in common areas throughout the hospital and are available 24 hours per day.

## Vendor Market

The Market is located across from the Corner Store. Various vendors sell their wares Monday - Friday from 8:00 a.m. - 5:00 p.m.

## Volunteers

Volunteers are an important part of the Glenrose team. If you wish to join our team of volunteers, call (780) 735-7986.