

ENGLISH VERSION

Droit au cœur



Guide to your hospital stay

Hôpital Charles-Le Moyne
Hôpital du Haut-Richelieu
2022 Edition
www.santemonteregie.qc.ca/centre

Québec 

Table of contents

4 Welcome

5 Your hospital stay

- What to bring
- Personal items and valuables
- Room options
- Tobacco use
- Courtesy and respect

9 Safe care and services

- Infection prevention and control
- Specific situations of infection prevention and control
- Medication
- Allergies
- Identification
- Consent to care
- Meals
- Patient recovery and assistance from your caregivers
- Visits
- Teaching and research

16 Confidential care and services

- Your health
- Your medical record
- Media

19 Quality care and services

- Code of ethics
- Local service quality and complaints commissioner
- User committees
- Spiritual care
- Prayer and meditation room
- Volunteering

25 Services

- Telephones and incoming calls
- Cell phones and electronic devices
- Television rentals
- Parking
- Cafeterias and other food services
- Gift shops
- ATMs

29 Leaving the hospital

- Your discharge
- Your hospital bill

30 Telephone directory

- Tips and donations

Welcome

The mission of the Centre intégré de santé et de services sociaux (CISSS) de la Montérégie-Centre is to help promote, maintain, improve, and restore the health and well-being of everyone in its territory. We work hard to ensure the safety, quality, and accessibility of all our health and social services. It's essential that staff and users work together to achieve this goal.

Respect, collaboration, commitment, and accessibility are among the core values guiding our treatments and interactions with users. Accordingly, we have embraced a patient-as-partner approach that gives patients a role as an active member of their healthcare team.

This guide will help you prepare for your hospital stay. You'll find everything you need to know about the care and services we offer.

Please reach out to one of our staff members if you need more information or have any questions.

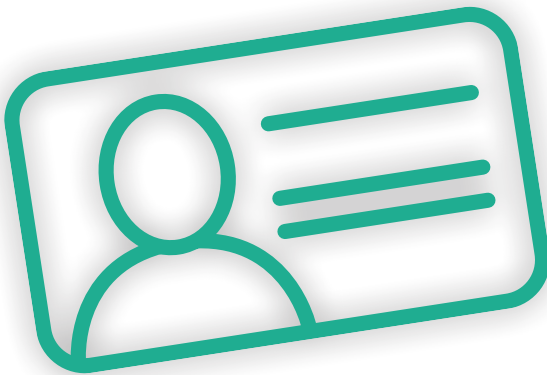
If needed, interpreters are available.

Published by the Direction des communications et des affaires publiques

Your hospital stay

What to bring:

- Your valid health insurance card and hospital card, if you have one.
- The name of your insurance company and your policy number, if your insurance covers the cost of a private or semi-private room.
- A list of the medications and natural products you are taking. Your pharmacist can provide you with a list of your current medications.
- The name and contact information of a family member or friend in case of an emergency.
- Your citizenship card, landed immigrant card, or other document issued by Immigration, Refugees and Citizenship Canada if you were born outside Canada.



Your hospital stay



Here is a list of items you may want to bring with you to make your stay more comfortable:

Clothes

- Robe
- Nonslip shoes or slippers to prevent falls
- Underwear, socks
- Comfortable, loose-fitting clothes for when you go home

Toiletries

- Toothbrush and toothpaste
- Soap, shampoo, and deodorant
- Comb or hair brush
- Tissues
- Personal hygiene products (e.g., incontinence briefs, if needed)
- Razor and shaving cream

Personal items

- Eyeglasses and case labelled with your name
- Contact lenses and lens solution
- Dentures and denture case labelled with your name
- Hearing aid and case labelled with your name

Personal items and valuables

To avoid unfortunate incidents, we recommend you leave valuables at home or give them to a family member. Keep only essential personal items with you. Bring only enough money for any small items you may need to purchase. Be sure to label your personal items with your first and last name. Store eyeglasses, dentures, hearing aids, jewelry, etc., in your bedside table. Be careful not to leave them in the meal tray.

The hospital is not responsible for the loss or theft of personal items or valuables.

If you do lose an item, speak with a member of your care unit or Security.

If you wish to keep your valuables with you in the hospital, turn them over to Security for safekeeping until your discharge. This service is available 24 hours a day free of charge.

Think ahead!

We recommend that you start planning your discharge early in your hospital stay to ensure that you are prepared when you leave the hospital. Will a loved one be available to pick you up? Are you planning on taking a taxi home? Feel free to discuss your discharge with the staff.

Room options

Our hospitals have three types of rooms:

- Private room, depending on your medical condition
- Semi-private room with two beds
- Ward with three or four beds

We cannot guarantee you will receive your preferred room choice. However, we will try to respect your preference.

You can change rooms at any time during your stay. Fill out and sign a room change request (Modification du choix de chambre form) or have a family member or other care partner do so for you. The new pricing will take effect on the date of your transfer. The form is available at the Admissions office.

For your health, you may be transferred to another room if an outbreak occurs.

Tobacco use

The use of tobacco products is prohibited on hospital grounds, including in the parking lots. Users, visitors, and employees who wish to smoke or vape must do so off grounds. Talk to the healthcare staff to get help if you want to quit smoking, or contact the smoking cessation centre at the CISSS de la Montérégie-Centre at 1-833-611-4903.

Courtesy and respect

The right to respect is a core value of our code of ethics. Staff and users are expected to remain courteous toward each other and follow hospital rules and regulations.

Safe care and services



Our team is here to provide you with safe, quality care and services that meet your needs. We believe that involving people in decisions about their care is an important part of that process. We believe that as a true partner in your care, you have a part to play in determining your experience with us. Our healthcare teams therefore focus on a care approach centred on understanding your needs.

The healthcare staff will welcome you as soon as you arrive in the department or care unit and will ask you several questions about your life and medical history. They will ask you about your needs, objectives, and priorities. The information you provide will help us assess and understand your needs, your health, and what led you to seek care.

If you wish, friends or family members who have accompanied you will also be invited to participate in the discussion.

The goal is to get to know you and identify the best ways for our team to help you.



Infection prevention and control

For your safety, and for the safety of your loved ones, it is essential that you follow the infection prevention and control guidelines. Here are the basic guidelines to follow during your hospital stay:

- Wash your hands regularly, especially before meals, after blowing your nose or going to the toilet, and before leaving your room.
- Cough into your elbow.

Visitors must also do the following:

- Wash their hands when they arrive and again when they leave.
- Postpone their visit if they have a fever, a cough, or diarrhea.
- Refrain from sitting on your bed or your commode and instead use the folding chairs available in the room.
- Use the public toilet and not the one in your room.

In addition, if you are isolating, your visitors must follow the instructions posted at the door to your room to reduce the risk of spreading infections. If they have any questions, they can talk to the healthcare staff.

Specific situations of infection prevention and control

In the context of the pandemic or during an outbreak, visits may be restricted or forbidden in the rooms of the units concerned or in the entire hospital. If you have been placed in isolation, your visitors must follow the visitation guidelines.

Furthermore, depending on the evolution of the public health situation, other directives, such as a mandatory mask mandate, may be put in place. Please ensure that you follow all applicable health measures.

Medication

When you arrive, inform the healthcare staff of any medications or natural products you are taking. While in hospital, do not take any medication or natural product without the permission of your attending physician. They may interact with the medication prescribed at the hospital, or adversely affect your health or your laboratory test results.

Allergies

It is important that you inform the healthcare staff of any allergies or adverse reactions to food or medications. If you have a medical alert bracelet, please wear it at all times.

Identification

The staff will use certain documents, such as your hospital identification bracelet or photo ID, to properly identify you. You may also be asked to give your full name and date of birth or address. This is to prevent errors and unfortunate incidents.

Consent to care

On arrival or during the course of your stay, you will be asked to sign a consent for general care. During your stay, we will keep you informed about your condition, treatment options, and potential risks. You will be participating in decisions about your health. No care (examination, specimen collection, treatment, etc.) will be administered without your consent.

Meals

All meals served during your stay will take your medical condition and nutritional requirements into account. Our team of nutritionists and dietetic technicians plan your menu so that it meets your dietary needs and preferences.

If you wish to change your menu options, let one of the nurses in your unit know, and they will inform the dietetic technician. The dietetic technician will then make the necessary changes.

Patient recovery and assistance from your caregivers

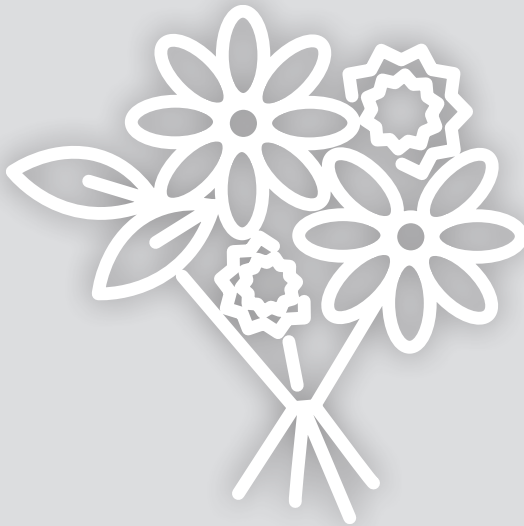
To get you back on your feet as soon as possible, the staff will encourage you to stand up, walk around, and eat in the chair, depending on your medical condition.

In keeping with our philosophy of care, we allow a significant person or family member to remain with you to encourage your recovery and to help you get around. During your stay, your informal caregiver can help you with tasks such as walking, eating or personal hygiene.

Visits

Patients are allowed two visitors, excluding their informal caregiver. Hospital visiting hours are daily from 2 p.m. to 8:30 p.m. Children 12 years and under are permitted to visit when accompanied by an adult. Some units are equipped with a family lounge. To create a calm and healing environment for all patients, please respect their privacy and the tranquillity of the premises.

Visiting hours and the number of permitted visitors may vary depending on the user's health condition or specific circumstances (pandemic, gastroenteritis outbreak, etc.). Please check with the healthcare staff and follow the guidelines posted at the entrance to the hospital or care unit.



Teaching and research

Hôpital Charles-Le Moyne (affiliated with Université de Sherbrooke and Université de Montréal) and Hôpital du Haut-Richelieu provide premier academic training to college, university, and health professional students.

Your healthcare team will likely include one of our students, accompanied by their rotation supervisor.

Our hospital is also the site of several research studies. You may be asked to participate in one of them. In that case, you will receive all the necessary information on the research protocol so that you can give your voluntary and informed consent in writing.

Rest assured that any participation on your part contributes significantly to the advancement of medical knowledge, and we greatly appreciate it.

Your health

Only your attending physician is authorized to provide you with a diagnosis or communicate your test results.

During your hospitalization, only one person should be designated to make inquiries with the healthcare staff about your condition. Inform the healthcare staff of your choice. Also provide them with the name and contact information of a family member or friend in case of an emergency.

Your medical record

To obtain a summary of your medical record, a specific document from your medical record, or a medical certificate, you must send a signed and dated written request to our Medical Records department by mail, by fax or, if permitted, in person.



Hôpital Charles-Le Moyne

Medical Records

Hôpital Charles-Le Moyne
Room AS-042 (ground floor)
3120 boul. Taschereau
Greenfield Park, Québec J4V 2H1
Telephone: 450-466-5404
Fax: 450-466-5403

Hôpital du Haut-Richelieu

Medical Records

Hôpital du Haut-Richelieu
920 boul. du Séminaire Nord
Saint-Jean-sur-Richelieu, Québec J3A 1B7
Telephone: 450-359-5000, ext. 5163
Fax: 450-359-5104

The following information is needed to process your request:

1. Your full name
2. Your date of birth
3. Your medical record number (located in the upper right-hand corner of your hospital card)
4. Your mother's full name
5. Nature and dates of requested information
6. Name and mailing address

For more information on how to submit your request, see page 18.

Don't forget to:

- sign and date your request;
- specify its nature;
- indicate when you need the information by;
- provide a phone number where we can reach you.

The healthcare staff can provide you with information on how to submit your request. You can also find the information in the “Medical records” section at

www.santemonteregie.qc.ca/en/installations/hopital-charles-le-moyne

or

www.santemonteregie.qc.ca/en/installations/hopital-du-haut-richelieu

Media

If a journalist requests an interview with you while on hospital grounds, please ask them to contact the Direction des communications et des affaires publiques at 450-466-5410. We will respond to their request, as needed, and make sure your privacy is respected.

Code of ethics

The CISSS de la Montérégie-Centre is committed to providing you with safe, high-quality care and services. Our staff is constantly striving to improve how we do things. We recognize the right of every person to receive—with continuity and in a personalized and safe manner—health and social services that are scientifically, humanly, and socially appropriate.

To find out more about our code of ethics, ask the healthcare staff for a printed copy or view it online at: www.santemonteregie.qc.ca/centre.

Local service quality and complaints commissioner

The CISSS de la Montérégie-Centre attaches great importance to its quality of care and respect for users' rights. If you have comments or suggestions for improving our services, please contact your local service quality and complaints commissioner. You can also send us your feedback, which we will be pleased to forward to the teams concerned.



Quality care and services

In spite of our efforts to ensure quality care and services, you may feel that you were not well served or that your rights were not respected. You can start by speaking to the head of the department in question. Please be assured that your comments, recommendations, or observations will be examined with respect.

If you are not satisfied with the outcome or if you think the situation merits it, you can then file a complaint or report a situation of abuse.

Local service quality and complaints commissioner

CISSS de la Montérégie-Centre

3120 boulevard Taschereau

Greenfield Park, Québec J4V 2H1

Telephone: 450-466-5434

or toll-free 1-866 967-4825, ext. 8884

Email: commissaire.cisssmc16@ssss.gouv.qc.ca

www.santemc.quebec/plaintes

Users committees

The users committees also contribute to improving the quality of life of users and assess their level of satisfaction with the services provided. They can inform users of their rights and obligations.

Comité des usagers de Champlain–Charles–Le Moyne

3120 boulevard Taschereau

Greenfield Park, Québec J4V 2H1

Room AS-003a

Telephone: 450-463-5000, ext. 3040

Email: comite-usagers.hclm@rrsss16.gouv.qc.ca

8 a.m. to 4 p.m.

You can leave a voicemail message at any time. A member of the committee will respond in a timely manner or direct you to the person in charge.

Comité des usagers du réseau local de services du Haut-Richelieu–Rouville

978 boulevard du Séminaire Nord

Saint-Jean-sur-Richelieu, Québec J3A 1E5

Telephone: 450-358-2572, ext. 8958

Toll-free: 1-866-967-4825, ext. 8958

Email: info@comitedesusagers-hrr.com

www.comitedesusagers-hrr.com

www.comitedesusagers-hrr.com

For more information,
visit www.santemonteregie.qc.ca/en/center or
contact a member of the user committee.

Spiritual care

The spiritual care team provides spiritual support for hospitalized individuals and their loved ones, based on their needs, beliefs, values, and practices. The team is comprised of professionals who have university-certified training in non-denominational approaches to spiritual care. Spiritual care professionals are there to listen when you need someone to talk to and provide spiritual support for you and your family. Reach out to them if:

- you are having difficulty coming to terms with your diagnosis or disease;
- you are experiencing hopelessness or grief, or are struggling to make sense of your situation;
- you feel the need to connect with your inner experience (emotions, needs, desires) and to feel seen and understood;
- you would like to request an end-of-life or farewell ritual adapted to your beliefs.



Quality care and services

Spiritual care services are available seven days a week during the day. However, these hours are subject to change during holiday periods. To reach a spiritual care professional, please contact Spiritual care services at 450-466-5000, ext. 2543, or talk to the healthcare staff.

You may also want to consider reaching out to your parish priest or faith representative for faith-based religious services such as the Anointing of the Sick.

Prayer and meditation room

To find the hospital's prayer and meditation room, follow the signs or ask the staff for directions.

Faith-based celebrations and rituals may be offered by a spiritual care provider upon request.

Volunteering

You'll find members of our team of enthusiastic and dedicated volunteers throughout our two hospitals. Volunteers greet, guide, and escort users, and provide support and comfort as needed or requested. They can make a huge difference in the quality of your hospital stay. Don't hesitate to reach out! You can easily recognize them by their vest or bib and their hospital ID card.

The CISSS de la Montérégie-Centre is always on the lookout for dedicated volunteers who wish to donate their time. If you are interested in volunteering, or for more information, please contact Volunteer services at 450-358-2578, ext. 8862. To learn how to become a volunteer, refer to the section on volunteering (in French) on our website:

www.santemonteregie.qc.ca/centre/organisation/benevolat



Telephones and incoming calls

Each room is equipped with a telephone.

To make a local call: Dial 9 followed by the desired phone number, including the area code.

To make a long-distance call: Dial 0 to speak with an operator. You will be billed for long-distance calls.

Calls may be received between 8 a.m. and 10 p.m. At all other times, calls will be transferred to the nurses' station.

Hôpital Charles-Le Moyne

To speak to you, your loved ones can dial 450-466-5000, or the toll-free number 1-877-797-1860, followed by 8 and your room number.

Hôpital du Haut-Richelieu

To speak to you, your loved ones can dial 450-359-5000, or the toll-free number 1-866-967-4825, followed by your room number.

Cell phones and electronic devices

Cell phone use is permitted in the hospital, except in prohibited areas. Please be respectful of other patients in your room or unit.

It is strictly forbidden to take videos or photographs of another person without their permission.

Television rentals

Ask about TV rentals at the reception desk of your unit. There is a fee for this service.

Parking

The parking lot is located near the emergency department of your hospital. Rates are posted at the entrance to the parking lot and are subject to change.

Remember to keep your parking ticket with you when you visit the hospital; you can pay for parking at one of the pay stations. Keep your ticket to activate the gate at the exit.

Hôpital Charles-Le Moyne

For more information, please contact the Société Parc-Auto du Québec (SPAQ) office on the ground floor of the parking lot, Monday to Friday between 7 a.m. and 4 p.m., or the main security desk located at AS-047, weekdays between 4 p.m. and 7 a.m., and weekends at all times.

Hôpital du Haut-Richelieu

For more information, please inquire at office 1052, located on the ground floor, Monday to Friday, from 8:30 a.m. to 4:30 p.m.



Cafeterias and other food services

Hôpital Charles-Le Moyne

The cafeteria is located in the basement and is open daily from 6:30 a.m. to 7:45 p.m. Outside of these hours, please use the vending machines located in the cafeteria, emergency department, and outpatient clinic.

Café de la Place

Café de la Place, located near the main entrance of Hôpital Charles-Le Moyne, is another source of food and refreshments. It's run by the CISSS de la Montérégie-Centre's Food Services department. You'll find an assortment of soups, salads, coffees, and sandwiches.

Open Monday to Friday, from 6:45 a.m. to 7:30 p.m.

Hôpital du Haut-Richelieu

The cafeteria is located in the basement and is open daily from 6:30 a.m. to 2 p.m. and from 4:45 p.m. to 7:15 p.m. Outside of these hours, please use the vending machines located in the cafeteria and the emergency department.



Gift shops

Hôpital Charles-Le Moyne

The Colombine gift shop, located on the ground floor, is run by hospital auxiliaries. Gift items, lottery tickets, newspapers, magazines, and light snacks are available for purchase. All profits are donated to the hospital.

Gift store hours are Monday to Friday, 9 a.m. to 5 p.m., and Saturday and Sunday, 11 a.m. to 4 p.m.

Hôpital du Haut-Richelieu

The hospital gift shop, located on the ground floor, is run by hospital auxiliaries. Gift items, newspapers, magazines, and light snacks are available for purchase. All profits are donated to the hospital.

The opening hours vary and are posted at the entrance to the shop.

ATMs

An ATM is available on the ground floor of your hospital.

Leaving the hospital

Hospital staff, physicians, and management are committed to making hospital beds available in a timely manner to patients who need care. We therefore ask that you plan your departure to coincide with the moment your attending physician signs your hospital discharge form.

Please vacate your room as soon as you have been discharged. You may be directed to another sector if you need to wait before leaving the hospital.

If you are having difficulty planning your discharge, please inform the healthcare staff.

Please note that the hospital is not responsible for patient transportation costs.

Your hospital bill

At the end of your stay, please visit the Accounting office, located on the ground floor, to settle any bill related to your hospitalization.

If you leave the hospital outside of the accounting department's office hours, an invoice will be mailed to you at your home.

It is your responsibility to check whether your selected room option is covered by your insurance policy.

Tips and donations

Volunteers and staff are not permitted to accept tips or donations.

If you are happy with the quality of the care you received, please consider showing your appreciation by making a donation to your hospital foundation.

Telephone directory

Hôpital Charles-Le Moyne

General information	450 466-5000 or toll-free 1 877 797-1860
Admissions	450 466-5600
Medical records	450 466-5404
Accounting	450 466-5000, ext. 2132
Security	450 466-5006
Local service quality and complaints commissioner	450 466-5434 or toll-free 1 866 967-4825, ext. 8884
Comité des usagers de Champlain–Charles-Le Moyne	450 466-5000, ext. 3040 or toll-free 1 877 797-1860
Fondation Hôpital Charles-LeMoyne	450 466-5487



Hôpital du Haut-Richelieu

General information	450 359-5000 or toll-free 1 866 967-4825
Admissions	450 359-5000, ext. 5115
Medical records	450 359-5163
Accounting	450 359-5000, ext. 2099
Security	450 359-5000, ext. 2222
Local service quality and complaints commissioner	450 466-5434 or toll-free 1 866 967-4825, ext. 8884
Comité des usagers du RLS Haut-Richelieu-Rouville	450 358-2572, ext. 8958 or toll-free 1 866 967-4825
Fondation Santé	450 359-5777



The information in this guide may be subject to change without notice.

**For more information
on how to prepare for
an optimal hospital
experience:**



**Centre intégré
de santé et de
services sociaux de
la Montérégie-Centre**

Québec 