

Produced by the Communications Service - October 2010

DG-2010.018

Centre de santé et de services sociaux
de l'Ouest-de-l'Île
West Island
Health and Social Services Centre



PATIENTS GUIDE

Lakeshore general Hospital, 160 Stillview Avenue
Pointe-Claire, Québec, H9R 2Y2
514-630-2225

WELCOME TO THE WEST ISLAND HSSC!

We are happy to welcome you to the Lakeshore General Hospital, one of the West Island HSSC facilities. Rest assured that we will do the most to make your stay a pleasant one.

If you don't find all the answers to your questions in this brochure, please ask a staff member. This way, we will be able to better meet your needs, as good communications always help to prevent misunderstandings.

The masculine gender is used in the document solely to reduce the volume of text.

The HSSC is committed to providing you with services that meet the highest standards of safety. You can help us respect this important commitment. Here's how:

1) Health condition

When you see a health professional, provide this person with as much information as possible on your medical history (e.g., illnesses, hospitalizations, vaccines, recent X-rays, medication). Before agreeing to a treatment, make sure you understand why it is required and its effects.

2) Medication

When you arrive, ask to fill out the Medication History form. The information it contains will help us increase the quality of care we provide you and make sure it is safe. Ask your pharmacist to give you an updated list of your medication and always keep it on you. This list must include:

- All your prescribed drugs: creams, transdermal patches, drops (for the eyes, ears or nose), inhalers, injections, as well as over-the-counter products, vitamins, natural products and clinical-study drugs.
- The name, dose, number of times taken each day and, if necessary, the day when each drug is to be administered. Before taking any medication, make sure they belong to you by giving your name to staff. During your stay in the hospital, never take medication that you have brought from home.

3) Allergies

Indicate your allergies and intolerances to the health care team.

4) The equipment

Please follow the operating instructions of the equipment made available to you and let staff adjust all health care equipment. At all times, be careful not to trip or fall.

5) Outings

If you wish to exit the patient care unit, please notify a staff member. If you decide to leave the hospital against the doctor's advice, you must fill out a form.

6) Washing your hands

Wash your hands regularly and make sure that visitors and staff do so as well. This is the best way to prevent infections.

If you are expected for surgery, the Admitting Office will call you the day before, between 12:00 noon and 4:00 p.m., to confirm your operation.

When preparing your stay at the hospital, we recommend that you bring:

- a valid health insurance card;
- your hospital card, if you have one (if not, we will prepare one);
- a credit card;
- documents pertaining to your private insurance (if applicable);
- prescription drugs in their original containers.

It is best to have a family member or friend come with you on the day of your admission. For exceptional reasons, your surgical procedure may be postponed to a later time.

If you are transferred to a patient care unit following your time in the Emergency Department, staff will explain what steps need to be taken for your hospitalization.

The Admitting Office is located near the main entrance, in local 1288 or 1289. Staff will check the information contained in your medical record and discuss financial arrangements with you.

Hospitalization fees

Most hospitalization fees and ambulatory care services are fully covered in the case of residents of Québec and Canada who have a valid health insurance card of their province.

All those whose card is not valid will have to make a payment guarantee on their credit card. This requirement also applies for non-residents.

Certain treatments and medical services incur fees since they are not covered by the medical care plan. You will be advised if such is the case.

Fees are also requested for private or semi-private rooms. These fees are revised on a regular basis by the *Ministère de la Santé et des Services sociaux*. If you have no insurance, you must pay these fees. Upon your arrival, you will be required to make a payment guarantee, taken on your credit card. The bill will be prepared upon your leave.

If fees for these types of rooms are covered by your personal or your spouse's insurance plan (if you are covered by your spouse's plan), you will be required to provide the following information upon your admission: insurance company's name and address, policy number, class and level of protection.

ATTENTION: Your insurance may not cover the full amount. In which case, you must pay the difference.

The hospital offers three types of rooms:

- Rooms with four beds
- Rooms with two beds (semi-private rooms)
- Rooms with one bed (private rooms)

The number of private and semi-private rooms is limited. Accordingly, you may be admitted in the first bed available and be moved to the room you have requested later on, if it is available.

All fees may be settled at the Accounts Payment Department, located at ground level, near the entrance. Cash, cheques, credit card and debit cards are accepted.

For information: if you are hospitalized, call extension 5226, or call extension 1242, if you are coming from the Emergency Department. You may call these number from Monday to Friday between 8:00 a.m. and 5:00 p.m.

Departure times

To enable us to quickly admit another patient, you must leave your room before 10:00 a.m. or no later than two hours after your doctor has signed your leave. At the time of your admission, have a discussion with a family member to agree on how you will leave the hospital at time of discharge. Plan to have some money for a taxi in the event that no one can come to get you. Have your house keys with you so that you may enter your home.

Valuable objects

Your valuable objects (your wedding ring, a watch, precious jewellery or credit cards, etc.) must be handed over to your family. You will only need a small amount of money for your personal expenses.

Personal effects

Here is a list of what you must bring:

Clothes

- pyjamas or night gown (2 or 3)
- bathrobe
- slip-resistant slippers with rigid soles
- underwear, and cotton or wool socks
- comfortable and loose-fitting clothes for your return home

Toiletries

- toothbrush and toothpaste (if you wear a dental prosthesis, bring a denture container with your name on it)
- soap, shampoo, deodorant
- comb or hairbrush
- paper tissue, feminine hygiene or absorbency products
- razor and shaving cream

Personal objects

- glasses and case, contact lenses and solution
- support hose, respiration muscle trainer
- notepad, pencil, books
- medication in their original container including over-the-counter drugs and natural products

Visiting hours

To respect other patients, please limit the number of visitors. Between 11:00 a.m. and 8:00 p.m., the hospital accepts two visitors at a time. Children under 12 are not admitted. Visiting hours and minimum age for visitors vary in certain units. In the interest of patients, staff may occasionally limit visiting hours.

Obstetrics Department

Adults only, except the newborn's brothers and sisters, at all time
Grandparents: from 2:00 to 4:00 p.m.

Surgery Department

From 11:00 a.m. to 8:00 p.m.

Intensive Care and Coronary Care departments

Visitors aged 15 and over only

Psychiatry Department

Monday to Friday: 6:00 to 8:00 p.m.
Saturdays and Sundays: 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.

In the event of a virus spread, the number of visitors as well as visiting hours may be limited, even forbidden. Notices to this effect will be installed on hospital doors.

Mail

Mail is delivered in the afternoon. The address must contain your surname at birth, your patient care unit and, if possible, your room number. Mail received after your departure will be returned to the sender. You will find a mailbox outside the main entrance.

Obtaining access to clinical information

You may consult or obtain copies of certain documents of your medical record from the Medical Records Department located at basement level, in office 270. Opening hours are from Monday to Friday, 8:00 a.m. to 12:00 noon and 1:00 to 4:00 p.m.

You will be required to fill out the *Authorization to Release Medical Information* form included in your medical record. You can return it by mail, by fax or in person. Please expect a delay of 20 days.

No information will be communicated by phone or fax.

Phone calls

If friends or family members wish to find out about your condition during your hospitalization, it is recommended that they assign one person to the task of obtaining information and conveying it to those around them. To contact you, they must dial 514-630-2225 and your room number. If you are unable to talk, they can ask to speak to the head nurse. To ensure the well-being of all patients, no call can be received between 10:00 p.m. and 7:30 a.m., except in the Obstetrics Department.

All rooms are equipped with a phone, and public phones are available on each floor. It is forbidden to use cell phones. To make a local call, dial 8 before the desired number. To make a long-distance call, dial 0. The receptionist will direct your call. In the case of long-distance calls, you must call collect or charge them to your calling card or credit card. Dial 0 from any phone to reach reception.

Parking passes

If someone drops you off or picks you up at the hospital via the main entrance, there is no parking fee. However, it is not authorized to park in this area. If you expect to spend a few days at the hospital, ask someone to drive you to the hospital and back home to avoid having to park your car in the visitors' section. There is a maximum fee of \$ 12 a day for parking. When you enter the parking lot, you will receive a coupon at the gate. Please keep this coupon. When you are ready to leave the hospital, you must insert it in one of the automated pay stations. There is one located at the main entrance and another in the emergency department. The amount to pay will be indicated and the system will punch a hole in your coupon as soon as the amount is deposited. From this moment on, you will have 15 minutes to leave the hospital parking lot. To open the gate, simply slide the punched coupon in the reader at the gate.

If you must come to the hospital several times a day or month, you may obtain a pass from the automated pay station. A monthly pass costs \$ 60 and is payable by credit card.

Parking rate:

0 to 30 minutes: free

31 to 60 minutes: \$ 10

61 minutes and more: \$ 12 (a day)

Monthly pass: \$ 60

Pastoral services

For specific religious needs, spiritual leaders are at your disposal. Services offered include spiritual support, anointing of the sick and communion. Pastors are present in the hospital, except on Sundays. An on-call emergency service is offered 24 hours a day, 7 days a week. In case of need, please make a request to personnel.

A chapel and multiconfessional prayer room, open during the day, is located on the 5th floor, in local 5212. It offers a meditation area turned towards the Mecca, in which patients must remove their shoes.

Mass is celebrated every Saturday at 2:00 p.m.

Interpretation services

If you would like an interpreter to help you communicate with greater ease with the health care team, please ask a staff member.

Auxiliaries

During your stay, you may meet volunteers from the Lakeshore General Hospital Auxiliary. These volunteers play an important role in improving our patients' quality of life. They are here to help you.

Meal services

The cafeteria is located at basement level, facing the elevators. It is open to patients and visitors according to the following schedule:

- from Monday to Friday, 7:30 a.m. to 6:45 p.m.
- Saturdays, Sundays and statutory holidays, 11:30 a.m. to 1:30 p.m. and 4:30 to 6:30 p.m.

Food and beverage vending machines are also located at basement level, near the cafeteria, the Ambulatory Care Centre and the Emergency Department.

Meals for patients

Dietitians can prepare menus adapted to the medical condition of hospitalized patients (allergies, eating disorders, special diets). A technician will meet you soon after your admission to find out more about your tastes. Menus are personalized and checked before they are distributed on each floor.

Meal serving times vary slightly for each floor:

Breakfast: between 8:00 and 8:45 a.m.

Lunch: between 12:00 and 12:45 p.m.

Dinner: between 5:00 and 6:00 p.m.

Meals for clients

Clients passing through can also enjoy meal services. Two types of menu are offered: à la carte (at all times) and table d'hôte (at set times). The menus are displayed at the cafeteria entrance and include symbols indicating healthy choices.

Services offered by the Lakeshore General Hospital Auxiliary

The Lakeshore General Hospital Auxiliary operates a variety of services. The money that comes from the sale of products and services benefits the hospital and its staff.

The Windmill (light meals)

- from Monday to Friday, 8:30 a.m. to 3:30 p.m.
- closed on Saturdays, Sundays and most statutory holidays

The coffee shop is located at ground level.

Gift shop (gifts for visited patients and everyday items)

- from Monday to Friday, 9:30 a.m. to 4:30 p.m.
- Sundays only

The gift shop is located at ground level, near the main entrance.

Bookshop

- from Monday to Friday, 9:00 a.m. to 2:00 p.m.
- closed on Saturdays, Sundays and most statutory holidays

The bookshop is located at ground level, near the elevators.

Newspapers

Newspapers in both English and French are available from the vending machines located near the hospital entrances.

Hairdressing

You can make an appointment with a hairdresser for a shampoo, a styling, a cut, a perm or a colouring. Coiffure mobile de l'Ouest: 514-685-7281.

Flower delivery

Flower shops deliver bouquets directly on the floors.

Television

You may rent a television set for a daily or weekly fee payable in advance to a private company. A payment guarantee will be requested on your credit card. You will find purchase orders at each unit's nursing desk.

Patients have rights and obligations that are included in the West Island HSSC's code of ethics. Copies are available on each floor in display stands near the elevators.

If you believe your rights have not been respected, first speak to a staff member. If you are not satisfied with the outcome, you may resort to other options.

The users' committee

The members of the users' committee represent the interests of patients and make sure their concerns are heard. A committee member can help a patient file a complaint.

For information: 514-630-2225, extension 1453

The complaints commissioner

The purpose of the complaints commissioner is to take the required steps to solve the problem in full confidentiality. This person hears your version of the facts, investigates your complaint with staff, seeks satisfactory solutions and makes appropriate recommendations.

For information: 514-630-2225, extension 4950

THE FOUNDATION

The Lakeshore General Hospital Foundation raises funds for the purchase of equipments. If you wish to make a donation or become a member, please contact the Foundation. Their offices are located on the 5th floor, in room 5209.

Full mailing address: 160 Stillview Avenue, Pointe-Claire, Québec H9R 2Y2

For information: 514-630-2081

Walking about

If you must temporarily leave your unit, please notify staff, since they must always know your whereabouts.

Emergency measures

Lakeshore General Hospital has its own emergency preparedness plan and staff has received training on how to respond effectively in the event of an emergency situation. In case of an emergency, please remain calm and follow instructions. Please note that an evacuation drill may take place during your stay.

Smoking

As a health care institution, the hospital offers a smoke-free environment. Smoking areas have been designed for this purpose outside the hospital, at more than 9 metres from the doors (blue lines).

Accidents

Falls and other accidents must be reported to a staff member.

Lost items

Lost items are grouped together at the Security Desk.

Electrical devices and computers

Electrical devices (electric blankets and heating pads, hairdryers, electric rollers) are forbidden. Only battery-operated devices are permitted.

LEAVING THE HOSPITAL

Your discharge

You will be informed of your leave the day before by the attending physician, who will also sign your discharge. You must leave the room before 10:00 a.m.

Do not forget:

- your personal items
- your new prescriptions and medication
- the dates of your follow-up appointments

Follow-up

Before your discharge, please ask a staff member if you have specific recommendations to follow, such as new prescriptions and arrangements with the CLSC concerning home care. Your condition could require a stay in a rehabilitation institute. Should this be the case, you will receive the required information.