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The Royal Victoria Hospital

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THE ROYAL VICTORIA HOSPITAL
687 Pine Avenue West
Montreal, Quebec H3A 1A1
www.muhc.ca

Important Telephone and Room Numbers

From outside the hospital, dial the main
line plus the local.

From within the hospital, dial only the 5-digit local.

Telephone

Main Line: 514-934-1934

Accounting Office:

Inquiries: 42732

Payment: 34627

Patients' Cashier's Office:

Rm C4.16
34627 or
31969

Admissions Offices:

Royal Victoria Hospital: Rm A1.25
31557 or
34258 or
34259

Obstetrics: Rm C4.17
34721

Catering Service:

31587

Chapel:

Rm H4.79

Coffee Shops:

Café Vienne at the Ross Rm R1.67

Café Vienne at a Côté Rm A1.13

Café Vienne at the Allan Rm P1.075

Hairdresser/Barber:

Ross Pavilion Rm R1.70
34834

Patients' Resource Centre:

Rm H4.01
35290

Patients' Lending Library:	Rm E3.11 34300
Lifeline Service:	Rm F6.09 31670
Long distance calls (calling/credit cards):	57070
Lost and Found:	58282
Royal Victoria Hospital Foundation:	34155
Ombudsman/Complaints Commissioner:	35655
Parking Office:	34625
Spiritual Care:	34163
Patients' Committee:	31212
Quiet, Meditation and Prayer Room: Montreal Neurological Hospital (accessible via third-floor bridge of Surgical Pavilion)	Rm 445
Security Service:	38282
Social Service Department:	31569
Telecommunications Department (defective telephones):	58444
Auxiliary:	31548
Volunteer Services:	34300
Wards: Numbers can be obtained from	Rm A3.02 31559



WELCOME TO THE MCGILL UNIVERSITY HEALTH CENTRE

The McGill University Health Centre (MUHC) is a comprehensive academic health institution with an international reputation for excellence in clinical programs, research and teaching. Its partner hospitals are the **Montreal Children's Hospital**, the **Montreal General Hospital**, the **Royal Victoria Hospital**, the **Montreal Neurological Hospital**, the **Montreal Chest Institute** and the **Lachine Hospital & Camille-Lefebvre Pavillion**. The goal of the MUHC is to provide patient care based on the most advanced knowledge in the health care field and to contribute to the development of new knowledge.

The MUHC at a Glance:

- The seven missions of the MUHC are: **Medicine, Surgery, Cancer Care, Neurosciences, Pediatric Medicine, Women's Health and Mental Health.**
- Each year, the MUHC receives nearly 850,000 ambulatory visits, including emergency department visits, and nearly 39,000 inpatient stays
- There are 1,300 physicians and 13,000 health-care and other personnel working at the MUHC
- Each year, close to 3,000 people train at the MUHC, including 800 medical and surgical residents, 200 medical students, 800 nurses and 500 allied-health students
- The Research Institute of the MUHC is one of the largest medical and life sciences research facilities of its kind in Canada. The decision by the partner hospitals to come together under one administrative structure was the first step in our plans to build a new health centre. The future MUHC will ensure that the McGill hospitals continue to provide the very best in patient care, teaching and research

This booklet is directed to our patients and their families. It contains all the necessary information to make you feel as comfortable as possible during your hospital stay. Should you not find the answer(s) to your question(s) on the following pages, please feel free to call the MUHC main number (514-934-1934) or to ask a member of our dedicated staff for help. It is important for us to make sure that you and your families are as well informed as possible.

THE ROYAL VICTORIA HOSPITAL

The Royal Victoria Hospital (RVH), which includes the Allan Memorial Institute (AMI), offers general medical care as well as a wide range of highly specialized services and innovative care. It is a leader in basic and clinical research. Recognized as Quebec's major transplant centre, the Royal Victoria Hospital performed the first kidney transplant in Canada in 1958 and has acquired international recognition for its expertise in this field ever since. Other important successes include the development of a treatment for Parkinson's Disease and the establishment of the first palliative care unit in Canada. All the members of our health-care team, including doctors, nurses, social workers, physiotherapists, occupational therapists, clinical dieticians and students, work closely together to provide you with the most up-to-date research-based care while respecting human dignity and with the highest ethical standards.

1. ADMISSION TO HOSPITAL



HOW TO GET HERE

The Main Entrance of the hospital is at 687 Pine Avenue West, just west of University Street. Cars or taxis may drive up to the main entrance and drop off passengers.

Handicap Access: Parking spaces are reserved for people with a handicap permit on their cars. These can be found at the main entrance (P1), Ross Pavilion entrance (P3), and the Women's Pavilion entrance (P6). A valet service is offered for those areas that do not reserve spaces for people with handicap stickers on their cars. Valet service is available at P1, P6, P7, and P8.

Metro: The nearest metro station is McGill on the green line, which is located at the corner of University Street and de Maisonneuve Boulevard. It will take you approximately 20 minutes to walk from the McGill Metro station to the main entrance of the hospital.

Bus: The most convenient bus route is the #14. Exit at the stop on Pine Avenue and University Street. For more information on public transportation call 514-288-6287, or dial AUTOBUS.

PARKING

Visitors' parking lots are accessible through the entrances P1, P3 and P4 along Pine Avenue and P8 at the top of University Street for Emergency Department visitors only. Reserved areas and signage must be respected at all times. The City of Montreal is permitted to issue parking tickets for vehicles illegally parked on Royal Victoria Hospital grounds.

Parking permits may be purchased by dialysis, transplant, oncology, and radiotherapy patients, AMI Day Hospital patients receiving treatment, and parents of premature babies. To purchase a parking permit, a signed form from the clinic is required.

Patients' families: Long-term hospitalization (more than 14 days) family members may purchase a reduced-rate parking permit. To purchase a parking permit, an authorization from the nursing unit must be presented to the Parking Office.

All parking permits are available from the Parking Office, S3.08, local **34625**, weekdays from 8 a.m. to 12 p.m. and 2 p.m. to 4 p.m. or by appointment.

ADMISSION DATE AND TIME

The Admissions Office will try to let you know in advance of the day and time you will be admitted. In some cases, your admission date could be delayed on short notice. Upon arrival, you should register with the Admissions Office, A1.25, and have a blue hospital card made (if you don't already have one). Although the hospital makes every effort to avoid such situations, you might arrive to be told that you cannot be admitted. In such cases you will be asked to return home or to make arrangements for accommodation in Montreal until a bed is available. Lists of low-cost accommodations are available from Social Services, local **31569**.

Please follow any pre-operative instructions, which may have been given to you.

The Emergency Department is open 24 hours a day.

CONSENT

At the time of admission, you will be asked to sign a general consent form for treatment and tests. For patients under the age of 14 years, the person with parental authority will be asked to sign on the patient's behalf. For patients who are mentally incapacitated, the curator, spouse, tutor or close relative may sign the consent form. For further information, contact the Ombudsman/Complaints Commissioner at local **35655** or the Social Service Department at local **31569**. You may also telephone the Office of the Public Curator (514-873-4074).

At the same time, you will be asked whether or not you agree to release medical information to your insurance company and/or to referring doctors, hospitals or clinics. You may choose not to release information outside the hospital.

MANDATE, ADVANCE DIRECTIVE OR A LIVING WILL

If you have prepared a mandate for healthcare matters naming someone to speak on your behalf if you should not be able to do so, or if you have prepared advance directives or a living will, please advise a member of your healthcare team as soon as possible after your admission. At the time that you write a mandate, advance directive or living will, it is a good idea to tell a member of your family or a close friend and give this person a copy.

WHAT TO BRING

Although the hospital provides hospital gowns, you may feel more comfortable in your own pyjamas/clothing, housecoat, and slippers/shoes. You should bring a toothbrush, toothpaste, tissues, shaving items, soap, skin lotion, sanitary supplies and other personal-care articles. Since storage is limited, you are asked not to bring large suitcases.

Please bring all medications that you are taking. This will ensure that the admitting physician or nurse can verify the exact medication and dose that you have been prescribed.

You should also bring your valid Medicare card and Royal Victoria Hospital card. If you do not have a Royal Victoria Hospital card, the Admissions Office staff will make one for you. If you request a two-bed or one-bed room, you will be asked to make an advance deposit equal to seven days payment. Proof of insurance coverage is not accepted as a form of payment for one-bed and two-bed rooms.

VALUABLES

Please do not bring any items of value. If you do, you will be asked to turn them over for safekeeping or to sign a form, which releases the hospital of any responsibility. If a theft or a loss occurs, you should immediately make a report to your nurse. While most people wear their wedding rings, you should leave valuable watches, precious jewellery, cash, and credit cards at home. Only bring enough money to pay for the phone or television service or for incidental items. When not in use, dentures, eyeglasses and hearing aids should be placed inside your bedside table in containers provided by the hospital. The hospital is not responsible for patients' property or for valuables and cash not left in safekeeping.

2. HOSPITAL STAY



ACCOMMODATION

There are three types of accommodation:

- Multiple-bed units
- Two beds per room
- One bed per room

The Royal Victoria Hospital has very few two-bed or one-bed rooms. Consequently it is difficult to give this type of accommodation to all who request it. If the accommodation you prefer is not available, we will try to provide it as soon as possible.

You should let the Admissions Office know as far ahead of time as possible what type of accommodation you prefer. If you request a two-bed or one-bed room, you will be asked to make an advance deposit equal to seven days payment. Proof of insurance coverage is not accepted as a form of payment for one-bed and two-bed rooms. If you wish to change your accommodation after your admission, please ask your nurse to forward the request to the Admissions Office, or contact the Admitting Office directly at local **34258**.

OVERNIGHT ACCOMMODATION FOR FAMILIES

If a family member needs to stay overnight, a cot can be set up in the patient's room or in a nearby family room. If family members are from out of town and need to find accommodation, the Social Service Department, local **31569**, can provide you with a list of hotels in downtown Montreal.

HOSPITALIZATION CHARGES

For Quebec residents with a valid Medicare card, hospitalization charges and most outpatient services are fully covered, except for costs related to two-bed or one-bed room accommodation.

In accordance with an agreement between all Canadian provinces, patients from other provinces with a valid Medicare card from their home province are also fully covered, except for costs related to two-bed or one-bed room accommodation.

Patients from any other country and Canadian residents without a valid Medicare card are responsible for all hospitalization expenses and professional fees for services received at the hospital. They must make an advance deposit equal to seven days payment upon admission to cover the hospitalization charges. They will also receive a bill for professional services.

The advance deposit will be collected from a finance representative or may be made at the Patients' Cashier's Office, C4.16, on the main floor. A deposit may be made in cash, by cheque, credit card or debit card. If you pay by credit card you can also do so by telephone by calling local **34627**.

For all inquiries concerning your account, contact the Accounting Office during normal office hours, local **42732**.

TRANSITIONAL-CARE CHARGES

There is a daily hospitalization charge for patients who no longer require active medical treatment but have been identified as needing long-term care. These charges have been determined by the Quebec Ministry of Health and Social Services. Your doctor will advise you of this change of status and the Accounting Office, local **42732**, can provide more details.

AMBULANCE CHARGES

Ambulance charges are your responsibility unless a doctor has signed a form attesting to the fact that you require an ambulance for medical reasons or you are over the age of 65.

NON-INSURED SERVICES

The completion of forms for insurance and other purposes is not covered by Medicare and physicians may charge a small fee for this service.

Certain medical treatments and services are not covered by Medicare. In these cases you will be informed. It is up to you to inquire whether or not your insurance plan will reimburse you. The hospital is not responsible for decisions made by insurance companies about reimbursement of services not covered by Medicare.

QUESTIONS ABOUT HOSPITAL BILLS

If you have any questions concerning your bill, please call Accounting Office, local **42732**.

YOUR CARE TEAM

A variety of professionals will be involved with your care. Your nurse should be your first contact if you have questions about the care you receive.

The Royal Victoria Hospital is a teaching hospital. Students from a variety of healthcare disciplines may be involved in your care. Should you have a concern about their services or the services provided by any other healthcare professional of the hospital, please talk to your nurse. Address complaints about a student to his/her supervisor.

NUTRITION CARE

Nutrition plays an important role in overall health, treatment and recovery. A professional team of nutritionists/clinical dietitians is available to manage your nutrition care throughout your hospital stay. If you have other questions you can call the Department of Clinical Nutrition, local **31576**.

PATIENT MEALS

The patient menu is planned using Canada's Food Guide for Healthy Eating as a base, as well as established nutrition standards for therapeutic diets. Adjustments are made for patients with particular nutrition requirements due to their medical condition. You will be given the opportunity to select your meal choice for the following day from our menu. Our nutrition technicians are available to assist you with your meal choice by taking into consideration your needs and preferences.

VISITING HOURS

During your stay you may welcome the help of family members or close friends. Visiting hours throughout the hospital are flexible, depending on the needs of patients and their family and friends. There may be times, however, when your friends or relatives will be asked to wait before seeing you. This is usually because tests, procedures or medical interviews are taking place. In general, children are welcome to visit but it may be helpful to discuss this and other special visiting arrangements with your nurse or the head nurse of the unit.

At times, the nursing staff may limit visiting in the best interest of the patients.

SPIRITUAL CARE

Spiritual Care offers spiritual, emotional and religious support to patients and their families. Chaplains provide a caring presence during times of stress and will support you and your family in coping with illness or grief. They are professionally trained ministers, priests, rabbis, and laypersons who work with the treatment team to respond to your needs during hospitalization. The service is confidential, non-denominational and bilingual.

Chaplains are present in the hospital daily from 8 a.m. to 8 p.m. (8 a.m. to 4 p.m. on weekends) and are available after hours for emergencies. To reach them, ask your nurse to request Spiritual Care.

The Royal Victoria Hospital chapel is located on the fourth floor of the Hersey Pavilion (H4.79) near the Medical Pavilion elevators. It is open to all, regardless of religious tradition or denomination. Royal Victoria Hospital patients are also welcome in the Quiet Room and adjoining Meditation and Prayer Room on the fourth floor (Room 445) of the Montreal Neurological Hospital, which is accessible via the third-floor tunnel bridge leading from the Royal Victoria Hospital Surgical Pavilion to the Montreal Neurological Hospital. Follow the corridor facing the Royal Victoria Hospital cafeteria exit. Everyone is welcome to make use of this space regardless of his or her religious tradition or denomination.

INFORMATION ABOUT PATIENTS

Your family or friends may call your unit any time (day or night) for information about you. To get the phone number of the unit, call **31559**. For security and confidentiality reasons, information can be relayed only to those whom you, the patient, have authorized to receive information. Please choose a spokesperson who will pass information on to other members of the family.

3. SERVICES



CAFETERIA

The cafeteria is located on the third floor of the Surgical Pavilion and sells meals and snacks. It is open to patients and visitors during the following hours:

- 6:45 a.m. to 7 p.m., Monday to Friday
- 8:30 a.m. to 7 p.m., Saturdays, Sundays and most statutory holidays

Vending machines are also available on S4, S6 and S7, near the Surgical Pavilion elevator lobby; on the first floor of the Allan Memorial Institute; and in the Emergency Department, fourth floor, Centennial Pavilion. For defective vending machines, please call the Auxiliary, local **31548**.

COFFEE SHOPS

The coffee shops are operated by the Auxiliary and the proceeds are donated to the Royal Victoria Hospital to meet patient care needs.

Café Vienne at the Ross (Ross Pavilion - R1.67)

- 7 a.m. to 7 p.m., Monday to Friday
Closed Saturday and Sunday and most statutory holidays

Café Vienne at a Côté (A1.13, near the main entrance)

- 7 a.m. to 10 p.m., Monday to Friday
- 9 a.m. to 3 p.m., Saturday, Sunday and most statutory holidays

Café Vienne at the Allan (Allan Memorial Institute - P1.075)

- 7:30 a.m. to 2:30 p.m., Monday to Friday
Closed Saturday and Sunday and most statutory holidays

CATERING SERVICE

Should you or a member of your family wish to order a special cake, coffee service or meal for a minimum of five people, you may contact the catering service, local **31587**. The catering service will deliver to your room or you may request a larger area, generally a conference room. Your nurse will know who to call for this. You will receive a bill for these services.

TELEVISIONS

You may rent a television for a daily or a weekly fee from a private company. Please ask your nurse to help you arrange for this service. Forms and order boxes are available on each floor. It is your responsibility to pay the company directly. For security reasons, you are not allowed to bring your own television to the hospital.

TELEPHONES AND TELEPHONE LINES

All patient rooms are equipped to provide telephone service. Do not bring in your own telephone. You are not permitted to use cellular phones or any other device transmitting radio frequencies inside the hospital. You are also not allowed to connect any devices such as computer modems or fax machines to the telephone jack since they might interfere with certain medical equipment. Please note that our staff may use wireless telephones specifically designed to operate in a hospital environment.

Local calls and toll-free calls can be made from your room by dialing "9" followed by the desired telephone number. Long distance calls must be made collect or charged to your telephone calling card or credit card. Dial **57070** from any telephone to reach the operator. Pre-paid calling cards may be purchased in the Emergency wing in the Centennial Pavilion (C4) and in the corridor in front of the Royal Victoria Hospital cafeteria on the third floor of the Surgical Pavilion at the kiosk stand. You may also use public telephones.

Defective telephones: Please contact the Telecommunications Department, local **58444** or ask your nurse to do so.

ELECTRICAL APPLIANCES, COMPUTERS

For safety reasons, you are asked not to bring electrically-powered appliances such as electric blankets, heating pads, hair dryers and curlers. Battery-operated appliances are permitted.

Only battery-operated computers may be used in the hospital. You are not allowed to connect your computer to the telephone jack of your room.

You are responsible for the safekeeping of your appliances.

PATIENTS' RIGHTS AND RESPONSIBILITIES

All patients of the Royal Victoria Hospital site have the right to expect quality treatment and care. Patients' rights and corresponding responsibilities are found in the Code of Ethics. You can pick up a copy of the Code of Ethics from the Ombudsman/Complaints Commissioner, local **35655**, or visit the MUHC website: www.muhc.ca/about/mission/ethics

PATIENTS' COMMITTEE

Members of the Patients' Committee actively participate in the MUHC community by serving on hospital committees and advising hospital staff and administrators of the patient's perspective, thereby assuring that the patients' concerns are heard and their interests are defended. The committee also provides patients with information relating to their rights and responsibilities and will provide assistance, if needed, to patients filing a complaint. The Patients' Committee is represented on the MUHC Board of Directors. To reach a member of the Patients' Committee, call local **31212** and leave a message. A member of the committee will respond to your call.

OMBUDSMAN/COMPLAINTS COMMISSIONER

The MUHC has three Ombudsmen/Complaints Commissioners (local **35655**) to assist patients and their families by investigating and helping to resolve complaints. Acting as a resource to staff, the Ombudsmen/Complaints Commissioners are available to help those who may have questions about patients' rights or those who need advice to help resolve a conflict. The patient complaint system is governed by Quebec law, which is outlined in a brochure available on all sites of the MUHC.

LIBRARIES

Patients' Resource Centre (PRC): Presently located within the Medical Library in the Hersey Pavilion, H4.01 local **35290**, a patient resource centre has been designed to provide user-friendly health information and education for patients and family members and caregivers, and to enhance the health education activities of the Royal Victoria Hospital and the MUHC. The PRC provides library services including the acquisition, cataloguing, dissemination, accessing and maintenance of specially selected, user-friendly medical information materials. Computer facilities are available for patient use to research information sources on the MUHC website and the Internet, either at the PRC or from remote computer terminals. The PRC staff will also provide assistance in researching topics and referral to other sources.

Patients, families and friends also have access to a broad range of reference documents and health information at the Medical Library, H4.01.

CanSupport Library: Located in A2.44. You may visit this small library that specializes in topics about cancer. Volunteers and professionals are available to help you find the information you require.

Patients' Lending Library (for leisure reading): Patients can borrow leisure-reading material from the Patients' Lending Library, local **34300**, room E3.11. The Patients' Lending Library is operated by volunteers and is open on an intermittent basis from Monday to Friday. Volunteers also visit wards with a book cart for the convenience of patients restricted to the wards.

PATIENT GROUPS

The following self-help groups have a representative at the hospital:

- CanSupport – for cancer patients and their families, supported by the Cedars Cancer Institute (local **31666**) and by volunteers
- Renal Patient Support Program – for renal patients and their families, supported by the Royal Victoria Kidney Fund (local **35209**) and by volunteers.
www.dialytran.ca
- Organ Transplant Patients' Support Group – supported by the MUHC Organ Transplant Patients' Committee (local **35964**)

PRIVATE DUTY NURSE

Please contact your nurse for information.

INTERPRETERS

Please contact your nurse for information.

VOLUNTEER SERVICES

Volunteers work mostly at the patient's side in specialized programs. Some of these programs are CanSupport, cuddles, dialysis/transplant, friendly visits, humour, information, music and food/sundries carts. Patients, their families and friends can expect a visit from well-trained and supervised volunteers from all walks of life and all age groups. If you are interested in volunteering, call 514-934-1934, local **34300**.

AUXILIARY

The Auxiliary of the Royal Victoria Hospital is a volunteer group of men and women dedicated to supporting the hospital and promoting its image in the community. The Auxiliary operates the coffee shops and holds annual fundraising events. Money raised by the Auxiliary is used to purchase medical equipment, to sponsor annual research awards, to support various projects that enhance patient care and to support community services that assist patients. They can be reached at **31548**.

NEWSPAPERS

Local English and French newspapers are available at the coffee shops and in vending machines located in the Emergency Department on the fourth floor of the Centennial Pavilion and on the fourth floor of the Montreal Neurological Hospital. Volunteers also sell newspapers from hospital carts.

BANKING MACHINE

There are two banking machines at the Royal Victoria Hospital. One machine is located on the first floor, near the main entrance on Pine Avenue. The second is located on the third floor of the Surgical Pavilion outside the cafeteria.

MAIL

All correspondence for you should bear your full name, pavilion and room number if possible. It is a good idea to include your maiden name, if applicable.

e.g. Mrs. Marg Benoit Doe
The Royal Victoria Hospital
Surgical Pavilion, Room S10.01
687 Pine Avenue West
Montreal, Quebec
H3A 1A1

Mail arriving for you after you have left will be forwarded to the address that you provided on admission or will be returned to the sender.

MAILBOX

A mailbox is located outside the main entrance on Pine Avenue. Additionally, patients can leave mail in a collection point at the entrance to the Ross Pavilion.

HAIRDRESSER/BARBER

Appointments with a hairdresser or barber can be arranged on Tuesdays and Thursdays by calling the salon, local **34834**, or through your nurse. The salon is located in the Ross Pavilion, R1.70. The hairdresser or barber can also come to your room. Wigs are available. You are responsible for the cost of this service.

LIFELINE

The MUHC Rotary Lifeline is a personal response system used from your home, which links you to 24-hour assistance at the push of a button. For a reasonable monthly fee, Lifeline allows you to move freely around your home or yard with the confidence of knowing that, if you need help, you can push a button. This button is part of a home communication system that is connected to your telephone. A small, waterproof, portable personal help button is worn on a neck chain, wrist strap or clipped to clothing. If you need help, you simply push the button. Highly trained people receive your call for help and immediately attempt to make voice contact with you through a Lifeline intercom system installed in your home. If assistance is needed, they will contact one of your "responders" (someone you have named to come to your house if you need help). For more serious situations, an ambulance or police patrol car will be sent. For more information or to apply for Lifeline, call the MUHC Rotary Lifeline, local **31670**. You may also visit the office at the Royal Victoria Hospital Women's Pavilion, F6.09, for a free demonstration.

4. SAFETY AND SECURITY



LEAVING YOUR ROOM

Should you wish to leave your unit, please let someone at the nursing station be aware of this – they should know where you are at all times.

FIRE PRECAUTIONS

If you discover a fire or a burning odour in your room, immediately report it to your nurse or someone at the nursing station. If you hear the fire bells ringing, follow the instructions of the hospital staff.

For the safety of patients and staff, fire drills are held regularly. If a fire drill occurs during your stay, please follow the instructions given by your nurse.

SMOKING

Smoking is not permitted in the hospital. There are designated smoking areas outside of the hospital.

ACCIDENTS

All accidents/falls must be reported to a staff member. Each incident will be investigated.

LOST AND FOUND

Hospital Security, local **58282**, operates a Lost and Found service. Should you lose any of your personal property, please let your nurse know and he or she will contact the Lost and Found service for you.

Should you believe that any of your personal items have been stolen, please report the theft immediately to your nurse.

5. LEAVING THE HOSPITAL



CONTINUING CARE

Your doctor will inform you when he or she believes that you no longer need to stay in the hospital for active treatment. Your doctor will also let you know the approximate day of your discharge or of your transfer to transitional care.

If you feel you will require support and care after you go home, your doctor, nurse or social worker will help you make any necessary outpatient arrangements.

DISCHARGE

On the day of your discharge, you will be asked to check out of your room by 11 a.m. If you are unable to leave the hospital by this time, you can wait in the patients' sitting room located on each ward. If there are outstanding charges, you should pay them before you leave. Payments are made at the Patients' Cashier's Office, C4.16. You may pay with cash or by credit card, in person or by telephone if using a credit card, local **34627**.

Please be sure to take all your possessions when you leave. If your nurse has placed your valuables in the Office of the Patients' Cashier's Office, you should claim them during the office's business hours, Monday to Friday, 8:30 a.m. to 12 noon and 1 p.m. to 4:30 p.m.

If medications have been stored for you by the hospital, you may take them home but you should check with your doctor or nurse to determine whether your prescription remains the same.

FOLLOW-UP APPOINTMENTS

Your doctor may request that you return to a clinic at the hospital for a follow-up appointment. Before you leave, ask the nursing staff to tell you whom you should contact in order to make this appointment. If you are unable to keep your appointment, please contact the same number to cancel.

THE FUTURE MUHC

In order to continue to provide our community with the exceptional standard of patient care, teaching and innovative research for which the McGill University Health Centre is renowned, the MUHC is engaged in a landmark Redevelopment Project, creating new and modernized facilities on the Glen and Mountain campuses. Each state-of-the-art campus will be designed to the highest standards of modern health care design, accommodating the latest medical equipment and information technologies and supporting a greener future by leading the way in environmental best practices. The new MUHC will enhance our international reputation for research firsts, with world-class laboratory and clinical trial facilities seamlessly integrated into clinical spaces. It will strengthen our ties with McGill University's Faculty of Medicine, with dedicated spaces for medical education and training. Finally, our new campuses will place the comfort, dignity and safety of our patients above all, creating a truly healing environment for generations to come.

To learn more about the MUHC's redevelopment, visit www.muhc.ca/construction. To find out how you can support this vital project through a gift to the MUHC's Best Care for Life campaign, visit www.muhcfoundation.com/best_care_for_life

THE BEST CARE FOR LIFE CAMPAIGN

A partnership of the foundations of the MUHC

The \$300 million Best Care for Life campaign is an unprecedented philanthropic effort aimed at raising the funds needed to complete the MUHC's redevelopment project on the Glen and Mountain campuses. Under the leadership of campaign chairman John A. Rae, the campaign will allow us to build exceptional facilities for our patients of tomorrow, while continuing to provide our patients today with compassionate care, world-class teaching and innovative medical research.

You can help us build a healthier future for our community by making a gift to the Best Care for Life campaign. Call (514) 931-5656, or visit www.muhcfoundation.com/best_care_for_life to learn more about the campaign, the redevelopment project and the different areas your gift can support.

In addition, Royal Victoria Hospital Foundation carries out annual appeals to support day-to-day patient care. For more information or to make a donation, please contact:

The Royal Victoria Hospital Foundation
687 Pine Ave. West, A4.07
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