



WACHAY AI SHE:KON

The Montreal General Hospital is part of the McGill University Health Centre (MUHC).

The MUHC is committed to providing culturally safe care for patients and families, and to creating a more inclusive, understanding, and safe healthcare environment for First Nations, Inuit and Métis communities.

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Ce guide est disponible en français sur demande.

Centre universitaire
de santé McGill



McGill University
Health Centre



The MUHC is located on unceded land that has long served as a meeting and exchange place for Indigenous peoples.

The MUHC honours, recognizes and respects the Kanien'kehá:ka Nation as the traditional custodians of the land and waters on which we live.

Tiohtià:ke/Montreal is historically known to be a gathering place for many Inuit and First Nations. It is now home to a diverse Indigenous population, as well as other peoples.



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WORKING TOGETHER

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We want you to feel safe in our hospital.
You play an important role in your care.
You can:



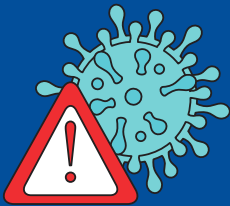
Ask questions.



Share your concerns and let us know if something doesn't seem right.



Know which medications you are taking and why.



Ask which symptoms you should watch for and what to do if a problem occurs.



Help us get to know your likes and dislikes.

INTERPRETERS

Inuit and Cree interpreters are available at the MUHC.

These services are organized by two MUHC partners, Ullivik and Wiichihiituwin, and can be provided on site or over the phone.

If you would like an interpreter, please ask your care team to contact Ullivik (Inuktitut) or Wiichihiituwin (Cree).



YOUR CARE TEAM

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The MUHC is a teaching hospital, which means your care team may also include nurses who are in training, medical students and residents.



Each member of your care team has a role.



Nurses

Each floor has a nurse manager and a team of nurses. They are responsible for your treatment plan and evaluating your response to this plan. Nurses let other members of your care team know if there are any changes in your condition.

Physicians and surgeons



Physicians and surgeons oversee your care. A larger team of doctors, residents and medical students sometimes assists them. At any time, one of the hospital's specialists, such as a gastroenterologist or hematologist, could be asked to help evaluate your condition.



Liaison agents

The MUHC has liaison agents to help you during your hospital stay. They work Monday to Friday. Their role is to make sure the needs of Indigenous patients are being met and facilitate communication between your treatment team, home community and health organization.

Other healthcare professionals

During your stay, you may also meet:

Patient attendants

Physiotherapists

Occupational therapists

Pharmacists

Respiratory therapists

Technicians (for x-rays, blood tests, etc.)

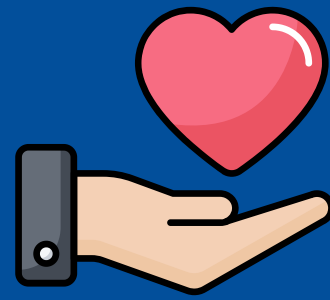
Nutritionists

Social service professionals

Unit coordinators

Housekeeping staff

Spiritual care professionals



The hospital's spiritual care professionals are there to support and help you during your hospital stay. They can also help you contact representatives of various religious denominations and find a nearby place of worship. You may ask to speak to a member of the Spiritual Care team at any time.

The chapel, for people of all faiths, is on the 6th floor in room D6.165, near the Cedar Avenue entrance. It is always open.



Hospital staff and volunteers must always wear their MUHC identification tags. It is okay to ask someone to show you proper ID if you are not sure who is approaching you.

VISITING GUIDELINES

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Your nurse can give you the details of the visiting policy in your unit.

You can also find information at <https://muhc.ca/visit>

The visiting hours are from 8 a.m. to 9 p.m. **Families are welcome at any time.**



Quiet hours are from 9 p.m. to 6 a.m. You will be invited to leave by 9 p.m. to allow your loved one to rest and heal.



VISITING GUIDELINES

No visits are allowed in the Emergency Department (ED) or the Intensive Care Unit (ICU) during staff shift changes. This means:

No visits in the ED between these times:

7:30 a.m. - 8:30 a.m.

3:30 p.m. - 4:30 p.m.

11:30 p.m. - 12:30 a.m.

No visits in the ICU between these times:

7:15 a.m. - 8:15 a.m.

3:15 p.m. - 4:15 p.m.

7:15 p.m. - 8:15 p.m.

INDIGENOUS FOOD

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Bannock is now available to First Nations, Inuit and Métis hospitalized patients. If you would like some, tell your care team.

Note: Some patients have to follow a restricted diet due to a health condition and might not be able to eat bannock.

PLACES TO EAT AND SHOP

Cafeteria

Location: 4th floor

Monday to Friday: 7 a.m. - 7 p.m.

Saturday, Sunday, and holidays:

11:30 a.m. - 2 p.m. and 4 p.m. - 6:30 p.m



Debit and credit cards are accepted.

Ullivik and Wiichihiituwin coupons can be used at the cafeteria by Inuit and Cree patients and their escorts when they come to our outpatient clinics.

The coupons are not for hospitalized patients.

The Hospitality Corner



Snacks, breakfast and lunch. Eat-in or take-out.

Location: 6th floor

Monday to Friday: 6:30 a.m. - 3:30 p.m.

Cash, debit and credit cards are accepted.



Cedar Café

Snacks and light meals. Take-out only.

Location: 6th floor

Sunday to Friday: 7 a.m. - 6 p.m.



Gift shop

Sells small items and essentials.

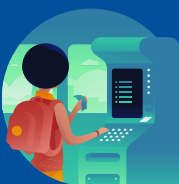
Location: 6th floor (near Cedar Avenue entrance)

Monday to Friday: 9:30 a.m. - 4:30 p.m.



Vending machines

Several locations in the hospital.



Bank machines

ATMs are in the Cedar Avenue entrance on the 6th floor and the Pine Avenue entrance on the 1st floor.

WI-FI, LONG DISTANCE CALLS, TV



WI-FI

The MUHC provides free basic Wi-Fi to patients and visitors.

Network: CUSM-MUHC-PUBLIC

Username: public

Password: wifi



LONG DISTANCE CALLS

All patient rooms have a phone you can use. Ask your nurse for the code to make a long-distance call.

WI-FI, LONG DISTANCE CALLS, TV



TELEVISION

Patient rooms are equipped with televisions and service is available for a fee. Fill out this [online form](#) or call 1-800-361-3970 to activate the TV service. If you have any questions, a member of your care team will be happy to help.



TRANSPORTATION



Wiichihiituwin / Ullivik shuttles are available to patients who come from Wiichihiituwin or Ullivik.

Wiichihiituwin Montreal transport

Tel.: 514-989-1393 ext. 73229

Ullivik transport

Tel.: 514-932-9047 ext. 163

If you need transport from the hospital to your lodging, you can use the phone located at the Cedar Avenue entrance to call dispatch at Wiichihiituwin / Ullivik. A shuttle will drop you off and pick you up at that same entrance.



[MGH parking information](#)

muhc.ca/patient-and-visitor-parking

BEING READY TO LEAVE THE HOSPITAL

It's important to prepare for leaving the hospital, so the transition goes smoothly.

Your discharge plan will be explained to you by your medical team. It is possible they recommend you stay down south at Ullivik or Espresso for a couple of weeks after you leave the hospital, or they might recommend you go to a rehabilitation centre to continue your recovery.

You can ask to be involved in planning your discharge.

Let your care team know if you have questions or concerns.



YOUR VOICE IS IMPORTANT

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IMPROVING INDIGENOUS PATIENT CARE EXPERIENCE THROUGH ACTIVE LISTENING

We welcome and value the opportunity to listen if you would like to tell us about your experience at the MUHC. Our goal is to build trusting relationships with you, learn what is more culturally safe and adapt accordingly.

Please contact Caterina Staltari at 514-934-1934 ext. 71938.

COMMENTS AND COMPLAINTS

Most patient concerns can be resolved quickly by talking to staff in the area involved. If you have difficulty explaining your concern or feel not enough is being done about it, you can contact the hospital's Complaints and Quality Commissioner (Ombudsperson) who can help and offer advice and information on hospital practices and procedures.

To reach the ombudsperson, call 514-934-1934 ext. 48306 or visit: muhc.ca/commissioner.

Versions of the MUHC complaint document are available in Cree, Inuktitut, English, and French. An interpreter or liaison agent can give you a copy.



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