



## YOUR STAY AT THE MUHC

### YOUR HEALTHCARE TEAM

During your hospitalization at the MUHC, you will benefit from the expertise of a multidisciplinary care team, which includes, among other healthcare professionals:

- doctors
- medical residents
- nurses
- patient attendants (PABs)
- occupational therapists
- physiotherapists
- social workers

Since the MUHC is also a teaching hospital, trainees may also be involved in your care, always under strict supervision.



Planning your discharge from hospital is an essential part of your care. From the beginning of your stay, members of the healthcare team will assess with you the care and services you may need after you leave, to ensure a smooth and safe transition. The team will provide you with an approximate discharge date.

**Due to the high demand for care, and to ensure that all patients receive the attention they need, you may be accommodated in overcapacity space at the beginning or end of your hospital stay. This is a Ministry of Health and Social Services directive, which aims to efficiently manage hospital beds while maintaining access to care. We strive to minimize the impact of this measure and are mindful of the comfort of all our patients. We appreciate your cooperation and understanding.**

### DISCHARGE

At the MUHC, our teams dedicate their expertise to providing you with treatments adapted to your state of health. They will ensure that, when the day comes, you can leave the hospital safely and with a continuing care plan tailored to your needs. Please note it is common practice for treatments and examinations to continue in a clinic as soon as your condition allows.

We ask that you plan your departure for 10 a.m. on the day of your discharge. If you need help to organize your departure, our team is available to assist. When you are discharged, you will receive documents including essential information for ongoing care and a detailed summary of your hospitalization. We strongly encourage you to ask any questions you may have or seek clarification, if necessary.

#### **What will happen if you cannot return to where you lived before?**

We prioritize returning home or to your usual place of residence after your hospital stay.

However, if circumstances make this return inadvisable or inappropriate, your healthcare team will discuss the various care options available and provide support to you and your family throughout this transition.

#### **What will happen while you wait to be transferred to a new living environment?**

If you are waiting for a place in rehabilitation, in an intermediate resource, or in long-term care, you may be transferred to another room, another floor, or even another MUHC site, including the Glen site, Montreal General Hospital, The Neuro, or Lachine Hospital.

**The MUHC's specialized services are in high demand, and it is essential that all patients have equitable access to the care they need. According to Ministry of Health and Social Services directives, fees may apply if your stay extends beyond the discharge date planned by the care team.**

Rest assured that any adjustments to your care plan will be explained following a thorough reassessment of your needs.

We recognize the emotional challenges this time can present. We will do our best to help you and your family make the transition as smooth as possible.

### **FAMILY PRESENCE AND VISITING GUIDELINES**

Family and friends are encouraged to visit you. **However, if visitors are ill, even with mild symptoms such as a runny nose, sneezing or coughing, they should postpone their visit until they are symptom-free. This ensures the safety of all patients and staff.**

### **Visiting hours are from 8 a.m. to 9 p.m.**

Exceptions may be granted for patients receiving critical or end-of-life care. For more details, please visit our website at: [muhc.ca/visit](http://muhc.ca/visit)

We would like to remind you that all forms of violence are strictly prohibited within our establishment, in accordance with our policy aimed at maintaining a respectful environment, free from violence and harassment.

### **QUESTIONS OR CONCERNS?**

Your healthcare team is available to answer your concerns and questions. Don't hesitate to talk with them.

If you have a problem that cannot be resolved with your healthcare team, you are invited to contact the Ombudsman.

Web site: [muhc.ca/ombudsman](http://muhc.ca/ombudsman)  
ombudsman@muhc.mcgill.ca  
514-934-8306

Support: MUHC Users' (Patients') Committee:  
[muhc.ca/patients-committee](http://muhc.ca/patients-committee)  
514-934-1934, extension 31968  
patients.comm@muhc.mcgill.ca

### **INFECTION CONTROL MEASURES**

Additional infection prevention measures may be put in place for certain patients, either for their protection, for that of their family, or for other patients.

Posters are displayed at room entrances, when necessary. Help us keep our hospitals and our patients safe by taking these important precautions.