Welcome to the McGill University Health Centre (MUHC)

This booklet was produced for you, our adult patients, and your families. It contains all the necessary information to facilitate your visit or hospital stay at the Glen site, where the Montreal Children’s Hospital, the Royal Victoria Hospital, the Montreal Chest Institute, the Cedars Cancer Centre and the MUHC Research Institute are housed. Should you not find the answer(s) to your question(s) in the following pages, please feel free to call the MUHC main number (514 934-1934) or ask a member of our dedicated staff for help.
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THE MCGILL UNIVERSITY HEALTH CENTRE

The McGill University Health Centre (MUHC) is one of the world’s foremost academic health centres. Building on the tradition of medical leadership of its founding hospitals, the MUHC provides exceptional multidisciplinary patient-centric care. Affiliated with the Faculty of Medicine of McGill University, the MUHC continues to shape the course of academic medicine by attracting clinical and research expertise from around the world, assessing the latest in medical technology and training the next generation of medical professionals.

In addition to the Montreal General, the Montreal Neurological and Lachine hospitals, the MUHC comprises the Glen site, where the Montreal Children’s Hospital, the Royal Victoria Hospital, the Montreal Chest Institute, the Cedars Cancer Centre and the Research Institute are housed.

The human side of health care

Fostering a patient-centred philosophy means more than just facility upgrades and new equipment; it means improving all facets of the healing process to humanize health care. By engaging them in all stages of treatment, patients are empowered to get involved in their own care. We strive to build genuine patient-clinician relationships based on two-way communication, with both parties working together to achieve life-saving results.
The MUHC at a Glance

- The eight clinical missions of the MUHC are: Pediatric Medicine (The Montreal Children’s Hospital), Medicine, Surgery, Neurosciences, Women’s Health, Mental Health, Cancer Care, and Long-term Care (at Lachine Hospital).
- There are 12,000 healthcare and other personnel working at the MUHC.
- Each year, the MUHC trains over 800 residents and fellows, 500 medical students, 1,600 nurses, 400 allied-health students and 700 students of technical and vocational programs.
- The Research Institute of the MUHC is one of the largest medical and life sciences research facilities of its kind in Canada.

The Glen Site

Opened in the spring of 2015, this new facility is one of the most innovative academic health centres in North America. A home for the Royal Victoria Hospital, The Montreal Children’s Hospital, the Montreal Chest Institute, the Cedars Cancer Centre and the Research Institute of the MUHC, the Glen site holds 500 single-patient rooms, two emergency departments, and over 50 specialty services. With custom-built facilities, state-of-the-art equipment, and nurturing environments, we are pushing the boundaries of innovation in health care and healing.
1. GETTING TO THE MUHC GLEN SITE

Our address
The main entrance of the MUHC Glen site is **1001 Décarie Blvd., Montreal, QC H4A 3J1.** Coloured windows lining the north facade of the Glen mark the main entrance to both the adult and pediatric hospitals. Cars or taxis may drive up to the main entrance and drop off passengers. The Cedars Cancer Centre has a separate entrance on the east side.

How to get there

If you are arriving:

- **by metro:** Located on the Orange Line, Vendôme station is situated next to the Glen site and is connected to the Glen site by a tunnel.
- **by bus:** There are seven local buses that stop at Vendôme station (17, 37, 90, 102, 104, 105, 124) and three that make frequent stops near the Glen site (78, 24, 63).
- **by commuter trains:** Vendôme station also connects to three commuter train lines: Saint-Jérôme, Candiac and Vaudreuil/Hudson.
- **by car:** The hospital’s public entrance on Décarie Blvd. is easily accessed from highways 15, 20 and 720. The public parking lot is located underneath the main plaza (see Parking, p. 7).
- **by bike:** Dedicated bike lanes surround the site and connect to the City of Montreal lanes situated on Décarie and De Maisonneuve Blvds. The Glen has numerous bike racks.
- **by foot:** Pedestrians can use entrances on Décarie Blvd. and Glen Rd., as well as an extended underground tunnel from Vendôme station.

Handicapped access
The Glen site visitor parking lot includes 28 handicapped spaces. It is located directly underneath the main plaza (see Parking, p. 7).
Parking

The patients’ and visitors’ underground parking lot is situated directly underneath the main plaza. Accessible via Décarie Blvd, it is directly connected to the hospital via elevators and stairs, so there is no need for visitors to walk outside to access the facilities.

Parking at the Glen site has been made easy thanks to a navigational system that directs drivers by identifying the specific level, zone and lane where a space is vacant.

Reserved areas and signage must be respected at all times. People may be dropped off at the hospital main entrances or directly at the ED (accessible via a ramp). Vehicles must then proceed to either park in the parking lot or leave the premises. All entrances, exits and roads must be free of vehicles for safety and security reasons.

The City of Montreal is permitted to issue parking tickets for vehicles illegally parked at the Glen site, and any vehicle in violation of the parking signage and/or regulations may be towed at the owner’s expense and will not be reimbursed by MUHC Parking.

Daily parking
You may pay your MUHC parking ticket upon departure at the payment terminals that are located near the entrances to the hospital at each level of the parking lot, and at the exit gate of the daily parking lot. The original receipts issued by Parking should be kept as proof of payment since no other receipt will be issued.

Express parking
The Express parking lots located outside are designed for short-term parking. There are no reduced rate passes available for this area. The payment for Parking may be made by either cash or credit card (MasterCard or Visa) at the payment machine located at the exit of this parking lot.

Reduced rate parking pass
You can purchase the reduced rate parking pass if you are a patient required to return to the hospital for numerous clinic appointments or a family member visiting a long-term hospitalized patient. These passes are available for a period of either two or four weeks and may be purchased at the Customer Service Parking Offices (see below). These passes are only valid for the period purchased at the underground public parking lot, and are neither refundable nor exchangeable.

All parking passes are available to be purchased from the Customer Service Parking Offices, open Monday to Friday from 8 a.m. to noon and from 1 p.m. to 4 p.m. or by calling local 24404 or 32330 for an appointment. These offices are located at either end of the Promenade Larry and Cookie Rossy on the main floor. You can pay for parking passes by credit card (MasterCard or Visa).

For assistance
If you encounter a problem or difficulty attempting to enter or exit the parking area, use the intercoms located at the entrances and exits of the parking lots (assistance is available 24 hours a day/7 days a week). The customer service parking office is available for in-person assistance during regular business hours.
Transport by ambulance

Ambulance charges are your responsibility unless you meet certain criteria for free ambulance transportation. Such criteria include transportation to a hospital following a traffic accident, or when a doctor has signed a form attesting to the medical need for transport for a person over age 65, or for certain people receiving Income Security benefits. Of note, private insurance will sometimes reimburse ambulance fees.

Finding your way

Finding your way around the Glen is made simple by colour-coding our different areas:

Montreal Children’s Hospital: turquoise  
Royal Victoria Hospital: dark blue  
Montreal Chest Institute: orange  
Cedars Cancer Centre: green  
MUHC Research Institute: red

Navigational maps are found at all main entrances, as well as touch screen information posts and information desks. You can also download a free app on muhc.ca.
2. ACCESS TO CARE AND SERVICES

How to get an appointment

In most cases, you’ll need a referral from a general practitioner in order to get an appointment with a specialist at the MUHC.

To make an appointment for an adult patient, please call the MUHC Appointment and Referral Centre at 514 934-8488 Monday to Friday from 8 a.m. to 5 p.m. For a first time appointment in a service, you will be told how to send your consultation request and what information to include. Please note that you can ask for a follow-up appointment at the clinic reception, following your visit.

Your hospital card

If you are visiting the Glen site for the first time, you must go to the Admitting Office at CRC.0046 in the Promenade Larry and Cookie Rossy to obtain a new MUHC hospital card prior to your first appointment.

If you have to be admitted to the hospital

The Admitting 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 have a hospital card made (if you don’t already have one). You should also bring your Medicare card. If you do not have a valid Medicare card, pre-arranged payment must be made with the Finance Department (local 48048).

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. Information regarding reasonably priced accommodations is available from the Social Service Department (local 31569).

Hospitalization and outpatient services charges: for who?

- For Quebec residents with a valid Medicare card from the Régie de l’assurance maladie du Québec, most hospitalization charges and outpatient services are fully covered.
- 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 for most services.
- If you are a patient from any other country, or a Canadian resident without a valid Medicare card, you are responsible for all hospitalization expenses and professional fees for services received at the hospital. You must make an advance deposit equal to seven days payment upon admission to cover the hospitalization charges. You will also receive a bill for professional services. To make your advance deposit, please contact a finance representative at the Patients’ Cashier’s Office (room B S1.3885.1, local 34627). A deposit may be
made by certified cheque, credit card or debit card. If you pay by credit card you can also do so by telephone (local 34627). It is sometimes possible to obtain a temporary Medicare card if one has been lost or is expired for less than six months.

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

**Non-insured services**

The completion of forms for insurance and other purposes is not covered by Medicare and doctors may charge a 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 contact your insurance company regarding possible reimbursement of associated costs. The hospital is not responsible for decisions made by insurance companies about reimbursement of services not covered by Medicare.

**Transitional-care charges**

There is a daily hospitalization charge for patients who no longer require active medical treatment and who are awaiting transfer to a long-term-care facility. 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 Social Service Department (local 31569) and the Accounting Office (local 42732) can provide more details.

**Questions about hospital bills**

If you have any questions concerning your bill, please call the Accounting Office (local 42732).
3. HOSPITAL STAY

Consent

At the time of your 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 adult patients who have been deemed incapable by a physician, substituted consent may be acquired from the patient’s legal representative.

For further information, you may contact the Ombudsman/Complaints Commissioner (local 35655) or ask to speak with a Social Worker from the Social Service Department (local 31569). You may also attempt to seek advice from the Office of the Public Curator (514 873-4074).

At the same time, you will be asked whether or not you agree to release personal and confidential medical information to your insurance company (if any) and/or to referring doctors, hospitals or clinics.

Your care team

Your team consists of a variety of healthcare professionals and staff who work together, in collaboration with you, to care for you and your family. Among the professionals are nurses, nursing assistants, patient attendants (orderlies), doctors, physiotherapists, occupational therapists, dieticians, pharmacists, social workers, blood technicians, ECG technicians, as well as respiratory therapists. Some of the support staff you may encounter include unit coordinators (the clerk at the front desk of the unit), housekeepers and transport attendants.

Nursing staff

The MUHC takes pride in its dynamic nursing staff who are at the centre of the care team. Nurses are the ones you will have the most contact with you during your hospital stay. They play an important role in providing care, as well as supporting and educating patients and their families. They do this in many ways, including through communicating important information and actively listening to your concerns so that the team can understand how to best care for you and your family. You will have a nurse assigned to you at all times—the nurses on your care unit may work in 8- or 12-hour shifts. Your nurse should be your first contact if you have questions about the care you receive.

Physicians

A physician (doctor) is in charge of your treatment plan and supervises the medical team: medical fellows, residents and students. Depending on our unique needs, your doctor may consult with other specialists and consultants. When a doctor transfers your care to another doctor, they communicate detailed information about you before this change. There is always a member of the medical team available to answer your questions.
Students
The MUHC is a teaching hospital. Students from a variety of healthcare professions may be involved in your care. Should you have a concern about their services or the services provided by any other healthcare professional or staff member of the hospital, please talk to the Nurse Manager or the Assistant Nurse Manager on your care unit.

Care stations
Care stations are centrally located and there are decentralized stations near each room, so clinical staff are never far from their patients’ sides.

Accommodations
The Glen site has single-patient rooms with a private ensuite shower and toilet. Single rooms allow you to talk to your doctor and nurses in private and they also help to minimize the risk of hospital-acquired infections. Each room comes with a built-in closet, with lock, to store personal belongings, and a large television screen, which will be used for entertainment as well as by healthcare workers to share test results, x-ray images, and additional information. Your room also has a couch, which a family member can use to spend the night. Finally, each room has a large window with plenty of natural light.

What to bring
Although the MUHC provides hospital gowns, you may feel more comfortable in your personal effects. You can bring your own pyjamas/clothing, housecoat, and slippers/shoes. You should bring a toothbrush, toothpaste, tissues, shaving items, soap, body lotion, sanitary supplies and other personal care articles. Since storage is limited, you are asked to bring only a small suitcase.

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 MUHC card. If you do not have an MUHC hospital card, the Admitting Office staff will make one for you. If you do not have a valid Medicare card, pre-arranged payment must be made with the Finance Department (local 48048).

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 that releases the hospital of any responsibility. If a theft or a loss occurs, you should immediately make a report to your nurse.

When not in use, dentures, eyeglasses and hearing aids should be placed inside your bedside table in containers provided by the hospital. The MUHC is not responsible for patients’ property or for valuables and cash not left in safekeeping.
Electrical appliances and 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.

You are responsible for the safekeeping of your appliances.

Leaving your room

If you wish to temporarily leave your room, please inform your nurse or somebody at the care station. It is important for the nursing staff to know where you are at all times.

Visiting guidelines for the Glen site – Adult units

The goals of MUHC visiting guidelines are to ensure that our patients receive the best balance of rest, care and support. The patient and family are considered partners in care. The patient will identify their family or significant support.

It is important for the healthcare staff to be able to provide care while maintaining a supportive and comfortable environment for patient and family. The number of family members and visitors in the room is dependent upon the patient’s condition. Guidelines for the presence of family and visitors will be flexible and will respond to the preferences and changing needs of the patient.

In some circumstances, an individualized visiting plan may be developed to respond to the needs of a specific patient and family or a safety-related concern. It will be developed collaboratively with patient, family and clinical staff.

At the Glen site, families can stay overnight in the single patient rooms on sofas. If doing so, please speak with the patient’s nurse. In areas without these in-room facilities (in critical care units), speak to the patient’s nurse about how you stay overnight.

Visitors are guests of the patient. Regular visiting hours (which do not apply to family) are from 8 a.m. to 9 p.m. This may change based on patient/nursing needs. Children under the age of 12 must be accompanied and supervised by an adult. For the patient’s privacy, visitors and family may be asked to leave the patient room for a short period of time.

By following these simple rules you will help promote patient healing and recovery:

- Wash hands before and after visiting patients
- Respect the posted Infection Control Signs on patient room doors
- Respect restricted visiting rights. This normally occurs during an outbreak of a contagious illness.
- Do not touch patients’ wound coverings, tubing or equipment at bedsides
- Do not visit if sick with fever, cough, diarrhea or rash
- Your belongings can be kept in the drawers underneath the patient room sofa

Mutual respect between family, visitors and healthcare staff is essential. Courteous and respectful behaviour is a requirement.
Overnight accommodation for families
A family member can stay overnight and sleep on the couch in your room. If needed, the Social Service Department (local 31569) can provide you with information regarding reasonably priced hotels in the area.

Family room
Each in-patient floor has a family room for visitors of patients to use at their leisure. The rooms come equipped with a kitchenette and lounge chairs.

Patient meals
The patient menu that you will receive on admission has been planned using Canada’s Food Guide for Healthy Eating and other established nutritional standards. While you are a patient you will be able to phone a reserved phone line to make your meal selections according to the diet that has been ordered for you. The meal you select will be delivered to your nursing unit at usual meal times. If you do not call and order your meals prior to the time noted on your menu don’t worry, you will receive a meal according to our menu of the day. If you are unable to call to place a meal order, the nutrition technician from Clinical Nutrition Services will help you or make a selection for you. For your security, you will only be able to order a meal after your diet has been ordered by your doctor.

Phone calls
All rooms are equipped with a telephone. Local and toll-free calls can be made from your room by dialing “9” followed by the desired telephone number.

Long distance calls must be charged to your telephone calling card or made collect by dialing 57070.

Defective telephones
If the telephone in your room is defective, please contact your nurse who will notify the telecommunications service (local 58484).

Internet access in patient rooms
Inpatients may use free basic Internet access through public Wi-Fi with their own mobile device (see p. 17), or pick an entertainment system package in order to have full Internet access.

Entertainment system (television and Internet packages)
Inpatients may rent this service and choose the television/movie/Internet package that suits their needs for a daily, weekly or monthly fee. 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.
Receiving and sending mail

As an inpatient, you can receive mail at the hospital using the following address:

**1001 Boul. Décarie, Montreal, QC H4A 3J1**

All correspondence will be delivered to you if it bears your full name, with care unit or floor and room number if possible, as well as your maiden name, if applicable.

Mail arriving for you after you have left will be returned to the sender.

If you want to post a letter, make sure it has sufficient postage and give it to the nursing station so it is picked up with outgoing mail.

Spiritual care

- The Spiritual Care service offers spiritual, emotional and religious support.
- Spiritual Care professionals are in the hospital daily from 8 a.m. to 8 p.m. (8 a.m. to 4 p.m. on weekends and holidays) and are available after hours for emergencies. Ask your nurse or unit coordinator to request Spiritual Care through Locating.
- Spiritual Care professionals do not represent any church or religious institution in particular, but respond to all patients in the greatest respect of their beliefs, values, or tradition. For specific needs, and if the patient requests it, they can contact representatives of diverse religious denominations.
- Spiritual Care professionals work in collaboration with other health professionals and participate on multidisciplinary teams, for the wellbeing of the patients and their loved ones.
- The Spiritual Care staff can help other clinical staff understand the religious practices and beliefs of patients in order to better care for them.
- The Spiritual Care professionals are women and men of diverse religious and cultural backgrounds. In addition to their university studies in Theology or Religious Sciences, they have completed clinical training in a hospital setting. They also follow the standards of practice and code of ethics of the l’Association des intervenantes et intervenants en soins spirituels du Québec (AISSQ).

The **Prayer and Meditation Room**, for people of all faiths, is located at C 02.1178 and is open 24 hours per day.

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 another institution.
**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 your floor.
- If there are **outstanding charges**, you should pay them before you leave at the Patients’ Cashier’s Office, room B S1.3885.1. You may pay by debit or credit card, in person or by telephone if you pay with a credit card (local **34627**).
- If you feel you’ll require support and care after you go home, please speak to your doctor, nurse or social worker, as they can help you make the necessary outpatient arrangements.
- Please be sure to **take all your possessions when you leave**. If your nurse has placed your valuables in the Patients’ Cashier’s Office, you should claim them before leaving (room B S1.3885.1).
- 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 for a follow-up appointment. Before you leave the hospital make sure you have all the necessary information about where to go for this appointment or who to contact in order to make the appointment.
4. SERVICES, GUIDELINES AND USEFUL INFORMATION

Using mobile phones in the hospital

Mobile phones are now permitted in all MUHC locations, but please respect the following rules:

- You may use your cellular phone (or other wireless device) as long as you stay a minimum distance of one metre from biomedical equipment; please respect signage
- Please turn down the volume of the ringtone or set mobile phones to vibrate
- Be sure to talk quietly and respectfully
- Keep phone calls as brief as possible
- Do not use the camera function without permission

Smoking

The MUHC strongly supports the Anti-Tobacco Act.

Smoking is not permitted in the hospital. Furthermore, it is forbidden to smoke outside, on the MUHC grounds.

Be advised that inspectors from the Quebec Ministry of Health and Social Services will visit each of the MUHC sites to ensure compliance with non-smoking areas and other regulations under the Tobacco Act. These agents will issue fines under the Act (L.R.Q., c. T-0.01), which will be paid to the Ministry of Health and Social Services, not to the MUHC.

If you would like help to quit smoking we invite you to visit the website: Santemontreal.qc.ca (Support & services → Services by type → Smoking cessation)

Accidents

You must report all accidents or falls to a staff member.

Personnel identification

For security reasons, all MUHC personnel must wear his/her MUHC ID card at all times. ID cards allow for patients, parents, visitors and suppliers to identify MUHC staff.

Cafeteria

The hospital cafeteria is located in the Trottier Family Atrium, level S1 (C S1.1178). It comes complete with an outdoor terrace, for indoor and outdoor seating, and it is accessible to everyone [patients, family members, visitors and staff] 7 days a week. Service hours are:

- from 7 a.m. to 7 p.m., Monday through Friday,
- and between 9 a.m. to 2 p.m. and 4:30 p.m. to 7 p.m. Saturdays, Sundays and holidays.
Here, you will find a complete selection of various meals and snacks that can be consumed on site or taken to go. Our recipes promoting healthy nutrition habits are at the forefront of our values and our warm and welcoming staff will be there to greet you as best they can. We’ll be waiting for you!

**Catering service**

The MUHC Catering service offers a variety of tasty quality dishes that are designed to suit the need of any of your events or special occasions. For six or more people, you or a member of your family can take advantage of this service by choosing from a variety of selections including hot and cold breakfasts, cold buffets, sandwich and salad platters, pizzas, desserts and coffee service. We also offer custom order service should you wish to order a special cake or menu not found within our regular selection.

For more information, please contact our catering service (local 36232) and we will be pleased to serve you.

**Internet service: Wi-Fi public access**

At the Glen site, the MUHC offers free basic Wi-Fi Internet access to patients and visitors. The service is provided through the following network name:

**CUSM-MUHC-PUBLIC**

To access Wi-Fi, enter the following requested information (in lower case):

- **Username:** public
- **Password:** wifi

This free service is offered with **limited access and a controlled environment**. No streaming videos such as YouTube, Netflix or any other similar activities are permitted. This basic Internet service is offered “as is” without support or help from our clinical staff, who are not trained to respond to technical support questions. Some volunteers might be able to help you establish an Internet connection for your device if you are experiencing any technical difficulties.

**Interpreters**

Interpreters are available if you or your family are unable to speak French or English, or if your understanding of these languages is limited. An interpreter may be requested on the patient’s behalf by healthcare staff.

**The Larry and Cookie Rossy Promenade**

The Larry and Cookie Rossy Promenade runs all along the colour-windowed entrance of the Glen site and connects the Royal Victoria Hospital entrance with the Montreal Children’s Hospital entrance. Filled with natural light, this spacious area serves as the location of our adult and pediatric **Admitting Office** (C RC.0046), the **McConnell Resource Centre** (B RC.0000), as well as the **Information and Parking offices**. In addition, you will find many shops and services such as coffee shops, convenience stores, ATMs, food kiosks, a bookstore, optical store, pharmacy, restaurants, a hairdresser, a florist, a dry cleaner, and more.
McConnell Resource Centre

The McConnell Resource Centre, located at the centre of the Glen site (B RC.0000), is an open space for patients, visitors and MUHC personnel to use at their leisure. Equipped with work stations and the latest medical information, and its own librarian, this central information hub also houses one of our impressive art pieces: a 54-foot canvas painting called Prisme by Jean-Sébastien Denis.

The Montreal Children’s Hospital has its own Family Resource Centre, located on the main floor in Block A.

Cedars CanSupport Learning Resource Centre

To help ease the anxiety and uncertainty many new cancer patients and their loved ones experience, the Cedars Cancer Centre features a resource centre (D RC.1329) offering a wide selection of education materials, such as pamphlets, books, DVDs and access to the Internet. Full-time staff is on hand to help patients and their families find the information they need, including details about support groups, information sessions, as well as referrals for wigs, prosthetics and other necessary items.

Healing gardens

The Glen site is entirely landscaped, with green space making up one third of the 43-acre site. On the North side, you will encounter a large plaza adorned with art installations, walking paths, gardens, and seating areas. The Cedars Cancer Centre has its own healing garden on the East side and The Montreal Children’s Hospital comes with a playground on the South side.

The Glen site gardens help create a healing environment. They act as an oasis for patients, families, personnel and members of the community to enjoy fresh air and find tranquility.

Public art

The Glen site is home to a prestigious collection of public art intended to comfort, encourage and inspire you, your family, and our healthcare professionals, as well as showcase the outstanding talents of Quebec artists. Eleven large-scale works made by renowned local artists are on display throughout the hospital, as well as our 1,600 item collection being relocated from MUHC legacy hospitals.

The Prayer and Meditation Room

The Prayer and Meditation Room, for people of all faiths, is located at C 02.1178 and is open 24 hours per day.
Lost and Found

Hospital Security (local 78282) 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.

Patient self-help groups

The following self-help groups may interest you:

CanSupport

Cedars CanSupport provides cancer patients and their families with emotional, educational, practical and financial support and resources to encourage a sense of well-being, such as:

- Support groups (including coping skills, post treatment, family support, and a young adult program)
- Educational services (public lectures on a variety of topics throughout the year, workshops like Brain Fog and Look Good Feel Better, and access to the Cedars CanSupport Learning Resource Centre)
- Complementary therapies (music, art and drama therapy, reiki, massage and yoga)
- Practical services (such as reduced parking passes and free wigs, hat and turbans)

For further information, please call 514 843-1666 or visit cansupport.ca

Renal Patient Support Program

This program is intended for renal patients and their families, and is supported by DialyTran, the MUHC’s Dialysis and Organ Transplant Fund. For further information, call local 35209 or visit dialytran.ca

My Tool Box

This 6-week program is intended for individuals living with chronic disease and their loved ones. It is designed to teach people the skills they need to live well with chronic health conditions such as diabetes, heart disease, asthma, arthritis, cancer, MS, muscular dystrophy, stroke, hypertension and chronic pain. For further information, call local 71585 or visit mytoolbox.mcgill.ca

Ombudsman/Complaints Commissioners

The MUHC has four Ombudsmen/Complaints Commissioners to assist patients, their families and legal representatives in helping them to resolve complaints. The Ombudsmen/Complaints Commissioners are available to help you if you have questions about your rights as an MUHC user or if you need advice to help resolve any perceived conflicts. The Ombudsman/Complaints Commissioners can be reached by telephone (local 35655 or 48306). The patient complaint system is governed by Quebec legislation, and is outlined in a brochure available on all sites of the MUHC.
Patient’s rights and responsibilities

All patients of the MUHC have specific rights, within the limits of Quebec legislation, concerning their expectations to quality of care and treatment. Your rights and corresponding responsibilities are more fully explained in the MUHC Code of Ethics. Copies of the Code of Ethics are available from the Ombudsman/Complaints Commissioner (local 35655 or 48306), or by visiting the MUHC website (muhc.ca).

Mandate, Advance Directive or a Living Will

If you have:
- previously prepared a mandate given in the case of Inaptitude for matters relating to personal health that names the person with whom you wish professionals of the MUHC to communicate for decisions on your behalf,
- or, if you have prepared documents that communicate your advance directives, or a living will,

please advise, or have your legal representative advise, any professional member of your MUHC treating team as soon as possible.

At the time that you write a mandate, advance directive or living will, it is a good idea to tell your designated legal representative, a member of your family or a close friend of your desired intentions and to provide this person with a copy of the necessary documents.

Patients’ Committee

- The Patients’ Committee has a legal mandate to monitor the quality of life for the users of the hospital, to assess their level of satisfaction, and to assist and accompany them as necessary in the defense of their rights.
- Members of the Patients’ Committee actively participate in the MUHC community by serving on key hospital committees and in advising hospital staff and administrators of the patient’s perspective, thereby ensuring that patients’ concerns are heard and their interests are preserved. The Committee supports and promotes patient partnership initiatives in its belief that patients have the right to be involved in making decisions at every level of their care.
- The Committee also provides patients with information relating to their rights and responsibilities and, as needed, will assist patients in 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.
Volunteer services

Volunteers work mostly at the patient’s side in specialized programs. Some of these programs include 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 local 34300.

Newspapers

You can get local newspapers in French and English in the convenience stores of the Promenade Larry and Cookie Rossy, on the ground floor (Blocks C and D). The free newspaper Metro is also distributed at various locations in the hospital.

Bank machines

ATMs are found on the ground floor (RC) in block C and the basement (S1) in blocks A and C.
5. SAFETY AND SECURITY

Procedures to follow, in the event of a fire or a fire alarm

- If you discover a fire/smoke or a burning smell, immediately report it to your nurse or someone at the care 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.
6. OUR FOUNDATIONS

The generous support of our donors and volunteers makes it possible for us to offer more and better services to our patients and help keep the McGill University Health Centre at the forefront of medical expertise and compassionate care. Their support is much appreciated. Please consult muhc.ca/cause to learn more.

List of MUHC Foundations
- McGill University Health Centre Foundation
- Cedars Cancer Foundation
- Montreal Children’s Hospital Foundation
- Montreal General Hospital Foundation
- Royal Victoria Hospital Foundation
- Montreal Chest Institute Foundation
- Montreal Neurological Institute and Hospital Development Office
- Lachine Hospital Foundation

Friends of the MUHC

The Friends of the MUHC are a warm, aware, inviting, caring and energetic group of ambassadors who engage the community in support of the MUHC. They are committed to raising funds and raising awareness. They help make the new hospital a comfortable and friendly place and distribute the proceeds of their initiatives to meet the hospital’s greatest needs, from new medical equipment to programs and activities. If you’d like to learn more about this group or become a member, please call local 71232 or email: friendsofthemuhc@muhc.mcgill.ca.
# IMPORTANT TELEPHONE NUMBERS

From outside the hospital dial the main MUHC line plus the extension. From within the hospital, dial only the five-digit extension (local).

**Main MUHC Line** ................................................................. 514 934-1934

**MUHC Appointment and Referral Centre** .......................... 514 934-8488

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# Montreal Children's Hospital (MCH) Blocks A & B
- Admitting
- Audiology
- Brain, Development and Behaviour
- Cardiology Centre
- Child Life Services
- Clinical Nutrition
- Clinics - North
- Clinics - North
- Clinics - South
- Family Resource Centre
- Hematology-Oncology Day Treatment
- Inpatient Unit B8
- Inpatient Unit B9
- Inpatient Unit Hematology-Oncology & Transplant
- Interventional Cardiology
- Interventional Radiology
- Medical Genetics
- Medical Imaging
- Neonatal Intensive Care Unit
- Neuro Diagnostics
- Occupational Therapy
- Otolaryngology
- Pediatric Day Centre
- Pediatric Emergency
- Pediatric Intensive Care Unit
- Physiotherapy
- Psychology
- Respiratory Services
- RI - Centre for Innovative Medicine
- Sleep Lab
- Social Service
- Speech Language Pathology
- Spiritual Care
- Surgery and Intervention Centre
- Test Centre

# Royal Victoria Hospital (RVH) Blocks C & D
- Admitting
- Audiology
- Birthing Centre
- Breast Centre
- Cardiovascular Clinics
- Central Pharmacy
- Chronic Viral Illness Service
- Clinical Nutrition
- Coronary Care Unit
- Dialysis
- Emergency
- Gynecology Clinic
- Hematology-Oncology - Inpatient Unit D10
- Inpatient Unit C10
- Inpatient Unit C7
- Inpatient Unit C8
- Inpatient Unit C9
- Inpatient Unit D7
- Inpatient Unit D9
- Intensive Care Unit
- Maternity Care Unit D6
- McConnell Resource Centre
- Medical Clinics
- Medical Day Hospital
- Medical Records
- Non-invasive Cardiology
- Nuclear Medicine
- Obstetrics and Gynecology Ultrasound
- Obstetrics Clinic
- Occupational Health and Safety
- Occupational Therapy
- Palliative Care Unit
- Physiotherapy
- Pre-operative Clinic
- Radiology
- RI - Centre for Innovative Medicine
- Short Stay Unit
- Social Service
- Speech Language Pathology
- Spiritual Care
- Surgery and Intervention Centre
- Test Centre
- Vascular Laboratory

# Cedars Cancer Centre Blocks D
- Administration
- Administration
- Cancer Care Clinic
- Cancer Care Clinic
- Cedars CanSupport Learning Resource Centre
- Medical Physics
- Oncology Pharmacy
- Palliative Care Day Hospital
- Radiation Oncology
- Test Centre
- Treatment Centre
- Urgent Care Centre

# Montreal Chest Institute (MCI) Blocks D
- CIClinics
- Inpatient Unit D8
- Intensive Care and Weaning Unit
- MCI Day Hospital
- MCI Pulmonary Function
- Sleep Laboratory

# Off-Site Activities
- Centre for Applied Ethics: 5252 de Maisonneuve O.
- CORE Research: 5252 de Maisonneuve O.
- CPE Royal Victoria Hospital: 5100 de Maisonneuve O.
- Ophtalmology: 5252 de Maisonneuve O.

*open Fall 2015*
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* This discount offer applies only to new clients who are privately purchasing a minimum of two hours of home care service for the first time from Bayshore HealthCare. It cannot be used in conjunction with services provided by third-party funders such as government care programs and insurance companies. It is valid only on services purchased from Bayshore HealthCare’s Montreal office until December 31, 2015, and is limited to two free hours of care per person. Bayshore HealthCare has been enhancing the quality of life, dignity and independence of Canadians in their homes since 1966. Canadian owned and operated, we are the country’s largest provider of home and community health care services, with more than 60 locations and 8,000 employees.
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