Do you have a Guardian Angel?

Every once in a while, someone goes above and beyond the call of duty - for you or someone you love - in the hopes of making your day brighter, your recovery easier, your stay more comfortable.

Guardian Angels are everywhere at the Royal Victoria Hospital!

Contact the Foundation today, and find out how you can make someone your own personal Guardian Angel.

Visit us in Room A1.07 or call us at 514 843-1543

www.royalvic.com
Welcome to the McGill University Health Centre
Royal Victoria Hospital

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Important Telephone and Room Numbers

From outside the hospital dial the main MUHC line, (514) 934-1934, plus the extension.

From within the hospital, dial only the five-digit extension (marked in bold).

<table>
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<tr>
<th>Telephone</th>
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<tr>
<td>Main Line: .............................</td>
<td>514-934-1934</td>
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<td>Accounting Office:</td>
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<td>Inquiries: ................................</td>
<td>42732</td>
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<tr>
<td>Payment: ...............................</td>
<td>34627</td>
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<td>Patients’ Cashier’s Office: ..............</td>
<td>34627 or 31969</td>
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<td>Admissions Offices:</td>
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<td>Royal Victoria Hospital: ...............</td>
<td>31557 or 34258 or 34259</td>
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<td>Obstetrics: ............................</td>
<td>34721</td>
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<td>Catering Service: ........................</td>
<td>31587</td>
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<td>Chapel: .................................</td>
<td>H4.79</td>
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<td>Coffee Shops:</td>
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<td>Café Vienne at the Ross ...............</td>
<td>R1.67</td>
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<td>Café Vienne at à Côté ..................</td>
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<td>Café Vienne at the Allan ...............</td>
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<td>Lifeline Service:</td>
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Long-distance calls
(calling/credit cards): .......... 57070
Lost and Found: .................. 58282
Royal Victoria Hospital Foundation: 31543
Ombudsman/Complaints Commissioner: 35655
Parking Office: .................. 34925
Spiritual Care: .................. 34163
Patients’ Committee: ............ 31212
Quiet, Meditation and Prayer Room:
Montreal Neurological Hospital Rm 445
(accessible via third-floor bridge from Surgical Pavilion)
Security Service: ................. 38282
Social Service Department: ...... 31569
Telecommunications Department (defective telephones): .......... 58444
Auxiliary: .......................... 31548
Volunteer Services: .............. 34300
Patients’ Rooms: .................. 31559
Numbers can be obtained from Rm A3.02

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) 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. It is important for us to make sure that you and your families are as well informed as possible.

Thanks go to our volunteer members of our Patients’ Committee, who helped produce this booklet.
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 and Institute, the Montreal Chest Institute and the Lachine Hospital. The goal of the MUHC is to provide patient care based on the most advanced knowledge in the healthcare field and to contribute to the development of new knowledge through teaching and research.

The MUHC at a Glance:

- The eight clinical missions of the MUHC are: Pediatric Medicine (Montreal Children’s Hospital), Medicine, Surgery, Neurosciences, Women’s Health, Mental Health, Cancer Care, and Long-term Care (Lachine).
- Each year, the MUHC receives nearly 915,000 ambulatory visits, including emergency department visits, and over 39,000 in-patient stays.
- 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 decision by the partner hospitals to come together under one administrative structure was the first step in building a new health centre. The MUHC will ensure that the McGill hospitals continue to provide the very best in patient care, teaching and research.

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 organ 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 healthcare team, including doctors, nurses, social workers, physiotherapists, occupational therapists, clinical dieticians, students and volunteers, work closely together to provide you with the most up-to-date research-based care.
1. Admission to the 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.

Handicapped Access
There are reserved parking spaces 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 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 up University Street from the McGill Metro station to the main entrance of the hospital.

Bus
The most convenient bus route is the #144 from the Atwater Metro station, or the #107 from the Peel Metro station. Exit at the stop on Pine Avenue and University Street. For more information on public transportation call 514-288-6287, or dial AUTOBUS.

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 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).

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.

Reduced-rate parking permits may be purchased by dialysis, transplant, oncology, and radiotherapy patients, Allan Memorial Institute 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:

Family members of long-term hospitalization patients [more than 14 days] 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 34925) weekdays from 8 a.m. to 12 p.m. and 2 p.m. to 4 p.m. or by appointment.

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 (local 35655) or the Social Service Department (local 32505). 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.

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.

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. Bring only 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

Accommodations

There are three types of accommodations:

- Multiple-bed units
- Two beds per room
- Private rooms (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 (local 34258).

Overnight Accommodation for Families

Should a family member need to stay overnight, a reclining chair 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 Admissions Office (local 32313) or the Social Service Department (local 32505 or 32507) can provide you with a list of hotels in the area.

Hospitalization Charges

For Quebec residents with a valid Medicare card, hospitalization charges and most outpatient services are fully covered, except for costs related to private 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 private accommodation.

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. The advance deposit will be collected from a finance representative or may be made at the Office of the Patients’ Cashier at The Royal Victoria Hospital, 687 Pine Avenue West, Room A1.15. 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 (local 34627). It is sometimes possible to obtain a temporary Medicare card if one has been lost or has expired.

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 the 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.

**Patient Meals**

The patient menu is planned using Canada’s Food Guide for Healthy Eating and other established nutritional standards. You may select your meal choices at any time, and they will be delivered to your room. Nutrition technicians from the Department of Clinical Nutrition will distribute and collect the menus from you. If you are unable to complete your menu, your technician will help you or make a selection for you.

**Visiting Hours**

Regular visiting hours are from 8 a.m. to 9 p.m. These hours may be modified based on a specific patient population or nursing unit’s needs.
**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.

**Information about Patients**

Your family or friends may call the nursing station on your floor at any time (day or night) for information about you. To obtain the phone number of the nursing station, 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 that 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.

Coffee Shops

The coffee shops are operated by Café Vienne, which pays rent to the Royal Victoria Hospital, and they make a donation to the Auxiliary from their profits.

- **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 à 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 this for a larger area, generally a conference room. Your nurse will know who to call for this. You will receive a bill for these services.

Telephone and Internet Services

All patient rooms are equipped to provide telephone service. 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.

Defective Telephones

If your telephone is defective, please contact your nursing station and ask them to communicate with the Telecommunications Department.
Mobile Phones
Mobile phones are now permitted in all MUHC locations, but please respect the following constraints:

- You may use your cellular phone (or other wireless device) as long as you stay a minimum distance of one metre from any biomedical equipment.
- Please 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

Wi-Fi Public Access: “CUSM-MUHC-PUBLIC”
In some locations (indicated by a sign) the MUHC offers free Wi-Fi Internet access to patients and visitors. The service is provided through the following network name: CUSM-MUHC-PUBLIC
To access Wi-Fi you need to open your Internet browser of choice (e.g. Internet Explorer, Safari, Chrome, etc.) and enter the following requested information (in lower case).

  Username: public
  Password: wifi

The service is offered “as is” without support or help from our medical 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.

Television
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.

Electrical Appliances
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.

Patient Self-Help Groups
The following self-help groups have a representative at the Hospital:

- CanSupport — for cancer patients and their families (local 31666) is supporting by the Cedars Cancer Institute (cansupport.ca).
- Renal Patient Support Program — for renal patients and their families, and is supported by DialyTran, the MUHC’s Dialysis Organ Transplant Fund (local 35209), dialytran.ca
Ombudsman

The MUHC has three Ombudsmen/Complaints Commissioners 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 you if you have questions about patient’s rights or if you need advice to help resolve a conflict. The Ombudsman/Complaints Commissioner can be reached by telephone (local 35655). The patient complaint system is governed by Quebec law, which is outlined in a brochure available on all sites of the MUHC.

Patient’s Rights and Responsibilities

All patients of the Royal Victoria Hospital have the right to expect quality treatment and care. Your 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: 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 Royal Victoria Hospital’s Patients’ Committee, call local 31212 and leave a message. A member of the committee will respond to your call.

Private Duty Nurse

With your doctor’s approval, you may hire private nursing staff through the nursing office. The fee for such services is your responsibility.

Private duty nurses must work under the direction of the nursing staff on the unit but they may not be permitted in some specialized care areas. Please discuss this with your nurse.

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 the staff caring for them.

Volunteer Services

Volunteers circulate a cart with a variety of personal items and reading material you might need during your stay. In addition, from time to time volunteers will provide social and recreational activities.

Recreation Therapy is a hospital service that provides activities for therapeutic purposes. Volunteers are sometimes called upon to assist with activities and outings.

Volunteers also organize numerous fundraising activities throughout the year. The money raised is used to meet direct patient-care needs. To make a donation, call 31543.
The Auxiliary

The Auxiliary of the Royal Victoria Hospital is a volunteer group of men and women who raise money for the hospital and promote it in the community. The Auxiliary provides special meals for major holidays, distributes Christmas gifts, participates in improving the hospital environment 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 fund community services that assist patients. This group of dedicated and enthusiastic volunteers make a real difference in patients’ lives.

Newspapers

Vending machines with local English and French newspapers are located on the first floor near the Main Entrance.

Mail

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

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

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

Hairdresser/Barber

Appointments with a hairdresser or barber can be arranged for Fridays by calling the recreation services (local 34834). The hairdresser or barber can also come to your room. You are responsible for the cost of these services.

Laundry

The hospital has laundry facilities for use by long-term care patients.
4. Safety and Security

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

Fire Precautions
If you discover a fire or burning smell 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.

MUHC supports the Anti-Tobacco Act
The MUHC strongly supports the Anti-Tobacco Act. Be advised that inspectors from the Quebec Ministry of Justice 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 Justice, not to the MUHC.

Key points of the Act
• It is forbidden to smoke in all enclosed places.
• It is forbidden to smoke outside, within nine metres of any door.
• A person that smokes in a place where it is forbidden to do so is liable to a fine of $50 to $300, and for a subsequent offense a fine of $100 to $600 will be issued.

If you would like help to quit smoking we invite you to visit:
santemontreal.qc.ca/en/healthy-living/healthy-lifestyle-habits/smoking-cessation

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

Lost and Found
Hospital Security (local 32329) 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 patient unit. 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 debit or credit card, in person or by telephone (local 34627) if using a credit card.

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 during office business hours, Monday to Friday, 8:30 a.m. to 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 person to cancel.
The New MUHC

At the service of Montreal and Quebec residents since 1819, the hospitals of the McGill University Health Centre (MUHC) are undergoing significant renewal thanks to a $2.355-billion investment. We are building a better future for our patients and their families; for our employees, professionals, researchers and students; for our community and above all, for life.

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