

Québec cochlear implant program – Western point of service: User's Guide

Last updated May 19th 2023

Table of Contents

INTRODUCTION	4
WHAT IS A COCHLEAR IMPLANT?.....	4
THE REFERRAL PROCESS.....	4
THE CANDIDACY EVALUATION PROCESS.....	5
Audiology visit at the MUHC	5
Ear Nose and Throat surgeon visit at the MUHC.....	5
Visit at Montreal’s Rehabilitation Centre	5
Selection committee	5
PREPARATION FOR SURGERY	6
1. Vaccinations (CLSC/Family Doctor)	6
2. Book your accommodations for surgery if staying in Montreal.....	6
3. Arrange your transport.....	6
4. Complete your pre-operative visit(s) at the hospital	6
SURGERY, DEVICE ACTIVATION and INITIAL PROGRAMMING	6
Surgery.....	6
Recovery (About 1 week)	6
Device activation and ENT check.....	6
Initial Intensive Programming (2-3 days)	6
Remember	7
INTENSIVE FUNCTIONAL REHABILITATION (IFR)	7
FINANCIAL ASSISTANCE	7
Transport et Hébergement (Transportation and Lodging) Program.....	7
Expenses for Medical Treatment not available in your area.....	8
ACCOMODATIONS.....	8
Where do I stay in Montreal ?.....	8
IMPORTANT ADDRESSES	8
McGill University Health Centre	8
Lethbridge-Layton-Mackay Rehabilitation Centre, MAB site.....	8
Centre de réadaptation en déficience physique Raymond-Dewar	9
HOW CAN I ASK FOR SERVICES TO THE NEAREST REHABILITATION CENTRE.....	9
Montreal.....	9
Montréal.....	9

Outaouais	10
Laurentides.....	10
Lanaudière.....	10
Abitibi-Témiscamingue.....	10
WEB SITES OF INTEREST	10

INTRODUCTION

This guide is intended to give potential cochlear implant recipients information about:

- Cochlear implant and what it does
- Cochlear implant process
- Location of the hospital and the rehabilitation centres in Montréal
- Lodging and transportation information
- Information websites about cochlear implants
- Contact information
- Reimbursements of expenses

Please take a moment to carefully read through this information and keep it for later use. We hope that this package will help answer your questions. This information is to be used as a guide only; the trajectory may vary from person to person and is subject to change. If you have any other questions, please feel free to contact us.

WHAT IS A COCHLEAR IMPLANT?

A cochlear implant is an electronic device that is designed to provide hearing to those with severe to profound hearing loss. Part of the device is surgically implanted into the inner ear and part is worn externally. The cochlear implant stimulates the auditory or hearing nerve directly, bypassing the damaged part of the inner ear or cochlea. Many viable nerve fibres remain in the auditory nerve even in cases of profound deafness, and the cochlear implant can restore activity to this nerve and the hearing pathway.

Many individuals who have lost their hearing after acquiring speech and language are capable of good speech understanding with their implants in a quiet environment. It is important to note that individual results following surgery may vary from one person to the other depending on a number of factors.

THE REFERRAL PROCESS

Regardless of where you live, the application must be sent to the Québec cochlear implant program's provincial office located in Quebec City. With the help of your hearing specialist, your application will include:

1. Copies of your audiograms
2. *Professional opinion on the hearing aid form*
3. Other pertinent reports (e.g. speech-language pathology)

Requests submitted to the provincial office will then be directed either to the eastern or western point of service (Quebec City or Montreal) depending on the postal code of the user's residence and the territorial distribution established by the Ministry of Health and Social Services.

After your audiological file has been sent to the provincial office, the administrative agent from the McGill University Health Centre (MUHC) may contact you to verify information in your file and discuss options for how you would prefer to organize your appointments in Montreal (i.e. the

number of visits to Montreal), if you live far away. This could take several months as requests are received from various centres throughout the province. The waiting list can vary in length.

Any complementary information sent following the initial request may be sent directly to the western point of service.

THE CANDIDACY EVALUATION PROCESS

*Note : For all of your appointments, do not forget to bring your hearing aid(s)

Audiology visit at the MUHC

Your first appointment in audiology will take place at the MUHC in Montreal.

- You will meet with an audiologist to discuss cochlear implants
- Hearing and balance are tested as needed
- Your hearing aid(s) will also be verified if needed

Ear Nose and Throat surgeon visit at the MUHC

You will also meet an ENT surgeon who specializes in cochlear implant surgery at the MUHC to discuss the surgery, including risks, benefits and other information.

- You may have additional medical tests scheduled by the hospital, including imaging (CT scan, MRI), vestibular tests (VNG, vHIT, VEMP) and other tests as needed.
- Remember to prepare your questions in advance. This is your chance to ask the doctor.

Visit at Montreal's Rehabilitation Centre

The rehab centers involved in Québec cochlear implant program - Western point of service - are the CRDP Raymond-Dewar and the Lethbridge-Layton-Mackay Rehabilitation Centre. You will be oriented to one of these centres for your candidacy evaluation process.

At this visit, you may meet with:

- An audiologist to complete assessment to determine how well you hear with your hearing aid(s).
- A psychosocial intervener to discuss your expectations of the cochlear implant, commitment to the process and support network. If the recipient is a child, the team may also observe play skills and the child's overall development.
- If needed, a speech-language pathologist to briefly assess your language and communication skills

Selection committee

When you have completed all the evaluations needed, the cochlear implant team in Montreal will meet to decide about your eligibility. Firstly, you will be notified by phone, mail or email of the decision. Secondly, if you are accepted, you will be informed later of your surgery date. Surgery may occur within months following the decision. If you have any questions concerning the expected wait time for surgery, you may contact the MUHC.

PREPARATION FOR SURGERY

1. Vaccinations (CLSC/Family Doctor)

You will receive a list of vaccines from the surgeon that should be completed before the surgery

2. Book your accommodations for surgery if staying in Montreal

Verify with the hospital if pre-op testing will be done the day before the surgery. A list of accommodations in Montreal is available (<https://muhc.ca/cochlear-implant>).

3. Arrange your transport

See your psychosocial intervener for available options regarding your transport (e.g., Special Letter of request, APAQ accompaniment card, Easter Seals, Disability Travel Card).

4. Complete your pre-operative visit(s) at the hospital

Prior to your surgery, you will meet with an audiologist at the hospital and possibly your cochlear implant surgeon if needed to:

- Choose the implant company and options with the help of an audiologist.
- Discuss usual side effects of surgery
- Discuss restricted activities post-surgery
- Answer any questions that you may have

A pre-operative medical assessment is also completed at the hospital prior to the surgery. The audiology and pre-operative appointments may be scheduled on the same day, if possible, to minimize travel to the hospital.

SURGERY, DEVICE ACTIVATION and INITIAL PROGRAMMING

Surgery

The surgery is a day surgery that typically does not require an overnight stay at the hospital. After the surgery, you will return home to recover. We recommend having someone at the hospital to bring you home or back to your accommodations.

Recovery (About 1 week)

Return home. For approximately one week, you will not have the external processor that will allow you to hear. Please follow the hospital directives during this period.

Device activation and ENT check

Activation of your cochlear implant will take place at the MUHC by the audiology team approximately 1 week following the operation. An ENT surgeon may check the site of the surgery at the same time.

Initial Intensive Programming (2-3 days)

Initial intensive programming happens approximately 10 days after the device activation. During the intensive programming week, your hearing with the cochlear implant will be tested at the Montreal's rehabilitation centre (either CRDP Raymond-Dewar or Lethbridge-Layton-Mackay Rehabilitation Centre), and the programming of the device will be adjusted at the MUHC. This

busy week of programming your cochlear implant involves travel between the rehab centre and the hospital within the same day. It is important to plan your travel between the sites.

Note that in young children, the intensive programming will take place at the hospital only.

A typical schedule would involve the following:

AM: appointment in audiology at the rehabilitation centre

PM: appointment in audiology at the hospital

- The appointments will be scheduled to leave you time to eat lunch as well as travel between the two sites.
- It is important that you arrange for transportation between the two facilities for these visits.
- Public transportation is available between the two sites (metro, bus) as well as taxi or your own vehicle. Parking is also available at both sites.

Remember

For all your visits in Montreal:

- Keep all receipts (parking, food, lodging, etc.)
- Obtain an attestation of presence for your appointments from the audiologists, psychosocial intervener, speech-language pathologist or ENT surgeon

INTENSIVE FUNCTIONAL REHABILITATION (IFR)

Rehabilitation will take place 3 times per week at your local rehabilitation centre. It can involve appointments with an audiologist, psychosocial intervener and/or speech-language pathologist. It is important to be aware that this stage of the process is crucial to your cochlear implant journey and will require your commitment and collaboration.

The RFI/IFR period is a maximum of 10 weeks for adults and 12 weeks for children, according to your outcome measures.

As always throughout this process, the rehabilitation team will be working in close partnership with the hospital team during this period. If there are any needs for programming adjustments, the rehabilitation team will contact the MUHC team to schedule a programming visit.

Once the RFI/IFR is completed, follow-up visits for adjusting the cochlear implant will be planned at the MUHC up to the twelfth month following the surgery. Follow-up visits after the first-year post-surgery will be provided by the CRDP Raymond-Dewar or the Lethbridge-Layton-Mackay Rehabilitation Centre.

FINANCIAL ASSISTANCE

Transport et Hébergement (Transportation and Lodging) Program

The "Transport et Hébergement" Program provides financial assistance to persons with a disability resulting in significant and persistent limitations, who need to access services offered in the Health and Social Services Network.

The Program can provide financial assistance to help in paying for some of the costs related to transportation and lodging associated with the assessment, surgery & activation, initial programming and Intensive Functional Rehabilitation (RFI/IFR) related to cochlear implants.

Every region has its own budget and specific criteria regarding the program. The application requirements and amount reimbursed vary according to the area where you live. For more information, contact your assigned psychosocial intervener at the rehab center of your region.

Exceptions: If you are receiving benefits from: CNESST, SAAQ, Ministère de l'emploi et de la solidarité sociale or sécurité du revenu (social assistance), the associated costs will be covered according to the criteria of each organisation.

Expenses for Medical Treatment not available in your area

Through Revenu Quebec it is possible to claim expenses for care/treatments received that are not available within 250 km of the primary residence. The completion of Revenu Quebec form TP752.0.13.1 is required. This option is more advantageous than claiming the traditional medical expenses, as the costs are not subject to the deduction of 3% of net income as are other medical expenses.

As the tax laws change periodically, please contact the Revenu Quebec office closest to you in order to obtain the most updated information that is specific to your situation.

ACCOMODATIONS

Where do I stay in Montreal ?

Refer to the list of possible resources located close to the hospital that welcome clients and their family members: <https://muhc.ca/cochlear-implant>

Rates and services offered vary between the establishments and are subject to seasonal rates and availability.

IMPORTANT ADDRESSES

McGill University Health Centre

1001 Décarie Boulevard #D4-7510
Montréal, QC, H4A 3J1
Phone : 514-843-1663
Fax : 514 934-8380
Email : implant.cochleaire@muhc.mcgill.ca

Lethbridge-Layton-Mackay Rehabilitation Centre, MAB site

7000 Sherbrooke Ouest
Montréal, Qc, H4B 1R3
Phone : (514) 488-5552 x2454
Fax: 514-489-3477

Centre de réadaptation en déficience physique Raymond-Dewar

2222 Laurier E.

Montréal, Qc, H2H 1C4

Phone : 514-284-2214 x3143

Fax : 514 934-5086

HOW CAN I ASK FOR SERVICES TO THE NEAREST REHABILITATION CENTRE

If you never received services from your rehabilitation centre and you think that the cochlear implant would be a good option for you, we strongly recommend that you reach out to the nearest rehabilitation center. They will be able to support you in your daily difficulties related to your hearing loss and support you in your cochlear implant candidacy.

Montreal

CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Centre de réadaptation en déficience physique Raymond-Dewar (services in french)

Phone : 514 527-4525 ext 1

Email : aeo-ditsadp.ccsmtl@ssss.gouv.qc.ca

Fax: 514-510-2204

CIUSSS du Centre-Ouest-de-l'Île-de-Montréal

Lethbridge-Layton-Mackay Rehabilitation Centre, MAB site (services in english)

Phone: 514-488-5552 ext 1250

Email: guichet.ditsadp.comtl@ssss.gouv.qc.ca

Fax: 514-488-8132

Montérégie

CISSS de la Montérégie-Ouest

Phone : 1 833 364-0944 , ext 3029

Email : guichet-acces.di-tsa-dp.cisssmo16@ssss.gouv.qc.ca

Fax : 450 635-1865

Outaouais

CISSS de l'Outaouais

Phone : 819-770-8850

Email : CISSEO_GA_DIDPTSA@ssss.gouv.qc.ca

Fax : 819-777-7174

Laurentides

CISSS des Laurentides

Phone : 1-866-770-2366

Email: ditsadp.cissslau@ssss.gouv.qc.ca

Fax : 450 431-2965

Lanaudière

CISSS de Lanaudière

Phone : 1-877-322-2898

Email: guichet.ditsadp.cissslau@ssss.gouv.qc.ca

Fax : 450 756-2898

Abitibi-Témiscamingue

CISSS de l'Abitibi-Témiscamingue

Phone : 819 762-6592, ext 47312

Email : 08 cisssat_guichet_ditsadp@ssss.gouv.qc.ca

Fax : 819 762-0036

WEB SITES OF INTEREST

<https://muhc.ca/cochlear-implant>

www.llmrc.ca

<https://ciusss-centresudmtl.gouv.qc.ca/>

www.cochlear.com

www.advancedbionics.com

www.medel.com

<https://aicq-cochleaire.org/>