

# Your hospital stay

## Identification bracelet

Wear your identification bracelet at all times. To avoid any incidents, your healthcare team will ask you for your first and last names before every intervention even if they know you.

## Money and valuable objects

The institution is not responsible for theft, loss or breakage. Avoid bringing valuable objects and large sums of money. If this is not possible, you can leave them in a safe at the hospital's security service.

## Personal effects

You can bring essential items for your stay such as your toothbrush, toothpaste and hairbrush.

## Hospitalization costs

The room rate is set by the ministère de la Santé et des Services sociaux du Québec. Fees apply if you choose a private or semi-private room. When you arrive, a room choice preference form will be filled out with you or with your representative.

Room assignment is subject to availability.

## Eyeglasses and prostheses

It is important to bring your hearing aid or your glasses so that you can easily communicate with the members of the staff and your loved ones.

When you are not wearing them, your dentures, hearing aids or glasses must be put away in your bedside table or in a container that will be provided to you.

## Infection prevention

Frequent handwashing is very important to avoid any contamination:

- Before and after using the toilet.
- At all times before eating.
- When leaving and returning to your room.

Hand sanitizing gel (hydro-alcoholic solution) is available throughout the hospital to help you respect the guidelines when moving about.

The toilet in your room is reserved for you and must not be used by visitors.

## Visiting hours

Ask a member of the unit's staff about visiting hours and details.

An informal caregiver can be present at all times outside of regular visiting hours.

**Intensive care, coronary care and palliative care:** 2 visitors at a time at all times.

**Emergency:** immediate family at all times: 1 visitor at a time.

**The informal caregiver or visitor may be asked to temporarily leave the room during a treatment or to allow the patient to rest.**



## Planning your departure

- Identify the person or persons who will accompany you when you are discharged from the hospital.
- You will be informed the day before your discharge so that you can let them know.
- The day of your discharge, you will have to leave your room by 10:00 am, or within the hour following the signing of your discharge.
- The day of your discharge, you may be directed to a departure lounge if you will be departing in more than an hour.

# Services provided

## Accompaniment

A team of volunteers is available to accompany you if necessary. If you need help, talk to your nurse.

## Spiritual care

The spiritual care team is available to answer to your needs, regardless of your religious affiliation. If you need help, talk to your nurse.

## Restaurant services

A bistro or cafeteria is at your disposal during opening hours and vending machines are available at all times.

## Bank machine

A bank machine is accessible near the entrance or the emergency room, depending on the hospital.

## Internet

You can bring your device (cellphone, tablet). Wi-Fi is not provided.

## Parking

A daily parking ticket is valid for 24 hours from the time of issue.

You can also get a pass valid for seven (7) consecutive days at the pay station located near the main entrance.

**Do not forget to pay for your parking before going to your car.**

## Respect

**Our staff wants to help you. For the wellbeing of everyone, no violence or harassment of any type will be tolerated.**

## Telephone service

A telephone is available in every room except in the psychiatric unit where a telephone is made available to patients in the unit between 9:00 am and 9:00 pm. To make a long-distance call, press "0" and an operator will answer.

## Television

You can rent a television under the terms and conditions posted. Rental fees are payable directly to the private company responsible for this service.

## Service satisfaction

If you are satisfied with the service, don't hesitate to let us know. If you are dissatisfied with the service or the care provided, it is a good idea to discuss this with the staff at the nursing station. You can also ask to meet with the head of the unit.

If, despite this step, you remain dissatisfied, you can contact the Service Quality and Complaints Commissioner in strict confidence. The Commissioner will ensure that your rights are respected and will recommend corrective measures to remedy the situation. Telephone: 1-866-822-0549  
Email: [info-plaintes@ssss.gouv.qc.ca](mailto:info-plaintes@ssss.gouv.qc.ca)

## Users' Committee

The Users' Committee monitors the quality of care and services provided in the facilities of the CISSS des Laurentides as well as users' satisfaction.

Antoine-Labelle: 1-866-716-2150 [ginette.vermette@ssss.gouv.qc.ca](mailto:ginette.vermette@ssss.gouv.qc.ca)

Argenteuil: 450-562-3761, ext. 72199, [kristine.racette.argent@ssss.gouv.qc.ca](mailto:kristine.racette.argent@ssss.gouv.qc.ca)

Des Sommets: 1-855-766-6387, ext. 34334, [comite.usagers.sommets@ssss.gouv.qc.ca](mailto:comite.usagers.sommets@ssss.gouv.qc.ca)

Lac-des-Deux-Montagnes: 450-472-0013, ext. 46351, [comite.usagers.lddm@ssss.gouv.qc.ca](mailto:comite.usagers.lddm@ssss.gouv.qc.ca)

Saint-Jérôme: 450-432-2777, ext. 25105, [comite.des.usagers.cisslau@ssss.gouv.qc.ca](mailto:comite.des.usagers.cisslau@ssss.gouv.qc.ca)

## Make a donation

Here are the foundations that support the care and services provided in our hospitals:

Fondation du centre hospitalier de Mont-Laurier: 819-623-1234, ext. 55128

Fondation médicale des Laurentides et des Pays-d'en-Haut: 819-323-4565

Fondation du Centre hospitalier des Laurentides et Centre de réadaptation des Hautes-Vallées (Rivière-Rouge): 819-275-2118, ext. 53234

Fondation de l'Hôpital d'Argenteuil: 450-562-3761, ext. 72100

Fondation de l'Hôpital régional de Saint-Jérôme: 450-431-8484

Fondation Hôpital Saint-Eustache: 450-974-8229

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