

Welcome to the Jewish General Hospital

This guide was created with you, our patients, in mind. All of the information in this pamphlet will help you better navigate your way around the Jewish General Hospital (JGH) during your stay. If you still have questions that aren't answered in this guide, feel free to ask a member of your healthcare team for help.

How to connect

jgh.ca



Free Wi-Fi is offered in key areas of the hospital, as indicated on signs.

Important Numbers

JGH main telephone number: 514-340-8222

Department	Extension
Admitting	28211
Commissioner of Complaints and Quality of Service (Ombudsman)	24222
Office of Clinical Ethics, Quality and Patient Experience	23928
Patient Accounts	28241
Security/Lost and Found	5000
Users' Committee	23090
Volunteer and Spiritual Services	25985

Parking

Our underground parking lot is accessible from Bourret Avenue, off Légaré Street. We also offer valet parking at the Côte-Sainte-Catherine and Côte-des-Neiges entrances. As well, you can use the outdoor parking lot near Pavilion H (5790 Côte-des-Neiges). Monthly and bimonthly passes are available for immediate family members whose loved one has been hospitalized. To find out more about monthly and bimonthly passes, contact the Parking Office in room KAS 106 of Pavilion K or at extension 22084.

For information about our daily parking rates visit jgh.ca/Parking
For parking lot locations, please refer to the map on the back of the pamphlet.

Who we are

Since 1934, the JGH has been providing the highest quality of medical and healthcare services, stemming from a respectful collaboration and partnership between users, health and social service professionals, staff and administration. This care is delivered to patients of diverse backgrounds from Montreal and across Quebec.

In 2015, the JGH became a member of the Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS West-Central Montreal). In striving to provide an exceptional user experience, the CIUSSS has a mission and values that were developed with a team of diverse healthcare professionals and patient representatives who kept our users in mind. More information about CIUSSS West-Central Montreal is available at:

CIUSSS West-Central Montreal
ciusswestcentral.ca

The CIUSSS West-Central Montreal Mission and Values, Code of Ethics and Ethics Framework
jgh.ca/mission-and-values
jgh.ca/code-of-ethics

The CIUSSS West-Central Montreal University Mission
jgh.ca/university-mission

Your healthcare team

During your stay, you will be involved in a partnership with staff and healthcare professionals, such as doctors, nurses, social workers and dietitians, to ensure that you receive the care you need. If services are needed after your hospital stay, this will be discussed with you before you are discharged.

Safety

We are committed to providing quality care and services within a safe and secure environment. The responsibility for safety is shared by everyone at all times within the network. Visit jgh.ca/quality.

If you see something unsafe or suspicious, say something!

Ombudsman's Office

While in the hospital, if you have any concerns, please discuss them first with one of your healthcare professionals. However, if you feel these concerns have not been addressed appropriately, you can speak with the Commissioner of Complaints and Quality of Service (Ombudsman) who responds to the concerns and complaints of patients or their families.

The Ombudsman's Office can be reached at extension 24222, during the drop-in time between 10:30 a.m. and noon from Monday to Friday (excluding holidays) in room A-103, by appointment or via email at ombudsman.ccomtl@ssss.gouv.qc.ca.

JGH Users' Committee

The JGH Users' Committee is an elected committee, consisting of patients and their family members. The role of the Users' Committee is to inform you of your rights and obligations as a patient, as well as to support and assist you during the complaint process.

You can reach the Users' Committee at extension 23090 or at comitedesusagers@jgh.mcgill.ca.

To view the Patient's Bill of Rights and Obligations, visit jgh.ca/userscommittee.

Your stay

The Quebec Ministry of Health and Social Services covers the cost of your accommodation in a standard room. You must provide a valid Quebec Health Insurance Card during your admission process. Depending on which unit you stay in, you may be sharing your room with another patient. If you wish, you can make a request at Admissions or at any time during your stay, for a private room (fees will apply). While the JGH will do its best to accommodate all requests, priority will be given to patients who need to be isolated or are in need of specialized medical care.

To ensure maximum patient safety, please note that it may be necessary for a room to be occupied by more than one patient because of a high demand for beds.

Personal items

To protect your belongings, valuables should be sent home with a relative or friend. If this is not immediately possible, speak to your nurse.

The hospital is not responsible for lost or stolen articles.

Telephone service

Telephones are permanently installed in patients' rooms, and there is an automatic minimum daily charge to use them. During your stay, the telephone service charge must be paid on a weekly basis in room B-114. Payment methods include cash, cheque, credit card or debit card. Telephone service will be discontinued if the balance exceeds \$21.

Patients are permitted to receive calls between 8:00 a.m. and 10:00 p.m.

If you do not want to use the telephone service and you do not wish to pay the daily charge, you or your loved one must call Patient Accounts (extension 25392 or 22230) to block the line.

Note: To make an outside call, dial "9" before the number.

Television service

All of our in-patient rooms are equipped with a television. You may rent this service and choose a television package that suits your needs for a daily, weekly or monthly fee. Payment for this service is made directly to the television services provider. You can speak with one of your healthcare providers for more information on how to rent this service.

Please note: Privately owned or privately rented televisions are not permitted in the hospital.

Hand hygiene

Preventing the spread of germs in the hospital is very important. Various germs, such as viruses, bacteria and fungi, can cause serious infections. If your immune system is weakened or if you have just had surgery, you may be at an increased risk of acquiring an infection. The most effective way to prevent the spread of germs is by cleaning your hands with soap and water or hand sanitizer. Hand sanitizer dispensers are located throughout the hospital.

Even if your hands look clean, you still need to wash them!

Tips when visiting

Family and friends are encouraged and welcome to spend time with patients as partners in the healing process. For your visitors' comfort, many of our units have family rooms that can offer a place to stay or rest for visitors. Visiting hours are based on the needs and comfort of patients. We ask that visitors please observe the following rules:

- No more than two (2) visitors per patient are permitted at any time.
- To help keep hallways clear, use the family room on the floor.
- Visitors must leave the room at the end of visiting hours or when requested by hospital staff.
- Visitors must respect any protocols posted outside the patient's room (wearing a mask, gown, gloves, etc).
- If visitors are sick, they should avoid coming to the hospital.

Visiting hours are different for each unit. Speak with your healthcare team to find out more about visiting hours on your floor.

Meals and food services

As a patient, you will receive healthy meals prepared by our in-house kitchen. Additionally, patients and visitors may purchase meals and light snacks at various establishments throughout the hospital.

Kosher food

All of the hospital's food preparation services are carried out in accordance with Jewish dietary tradition (Kashrut), with approval from a Kashrut supervisor (Mashgiach). For this reason, meat and dairy products are never served during the same meal.

During certain Jewish holidays, most food and beverage vendors will be closed.

No-smoking policy and fire safety

The JGH is a smoke-free environment. Smoking is not allowed on hospital premises, except in designated outdoor areas. Fines may be issued to you or your loved ones for failing to follow provincial smoking regulations.

Fire safety

The JGH follows a strict fire safety code to ensure the safety of patients, staff and visitors. The JGH internal fire intervention team has been trained to handle any fire-related situation and will guide you through the evacuation procedures in the unlikely event of a fire. If you hear a fire alarm, remain calm and listen to the instructions provided over the public address system or from a designated individual.

! To report a fire or any other emergency, call extension 5000 immediately on any landline in the hospital.

Medication

Bring a recent and accurate list of the medications you are taking and be prepared to review them with your healthcare team. It is important for your team to know what medication you are taking to ensure the safest care. During your stay, all medications will be supplied to you. Be sure to understand any changes to your medications before you leave the hospital.

Confidentiality

Safeguarding the confidentiality of your personal information is a responsibility that we take seriously. Therefore, we respect your right to privacy—a right that we support throughout the hospital. Only members of staff who are involved in your care will have access to your private information. Depending on the type of treatment and care that you receive, this access may be extended to members of staff at other facilities of CIUSSS West-Central Montreal, the healthcare network to which the JGH belongs.

Advance directives

Advance directives outline patients' wishes regarding healthcare decisions if they become critically ill and lose their decision-making capabilities. To request the relevant form—Advance Medical Directives in Case of Incapacity to Give Consent to Care—visit ramq.gouv.qc.ca. A Living Will and Mandate form is also available at jgh.ca/LivingWill.

Let your attending physician know if you have already completed a form. If your advance directives are part of your last will and testament, provide a notarized copy of those directives to your doctors (including the attending physician) and to the Medical Records Department. Always keep your loved ones informed of your wishes.

Leaving the hospital

As soon as you have been advised of your discharge date, arrange for a ride home. Discharge time is 9:00 a.m. on the units. Ensure that you have understood all of the discharge instructions and that you have your discharge prescription. If you are going to a public placement facility, our staff will arrange for your transport. Before leaving your room, check all the drawers and your locker to be sure that you have taken all of your belongings. If any of your medications were stored by the team, ensure they are returned to you.

The JGH Foundation

The JGH Foundation provides essential assistance by raising funds for the hospital. To make a donation, to volunteer, or for more information, you can reach the JGH Foundation at extension 28251, in Room A-107, or visit jghfoundation.org.

Places and spaces around the JGH

There are several beautiful spaces around the JGH that you and your loved ones can enjoy.

Côte-des-Neiges picnic area

Outdoor lawn space with picnic seating area, at the Côte-des-Neiges entrance (Pavilion A).

Côte-Sainte-Catherine garden area**

A small garden area to the left of the Côte-Sainte-Catherine entrance (Pavilion B).

Solarium

On the 6th floor of Pavilion B.

The Rita Briansky Exhibition**

A charming art gallery between the 1st floor and ground floor of the Pavilion C stairwell.

Non-denominational chapel

On the 6th floor of Pavilion B.

**Inaccessible to individuals with reduced mobility.



Patient services and support

The healing process continues after your hospital stay ends. Therefore, we offer a wide variety of services and resources to help you along your journey.

Patient & Family Resource Centre (PFRC)

The PFRC is where you and your family can find reliable and up-to-date information on all aspects of health.

Contact the PFRC at extension 22391 or 22453 or at library.jgh@mail.mcgill.ca, or visit the office in Pavilion A Room A-200.

jgh.ca/en/pfrchealthinfoserv

Hope & Cope

Hope & Cope is a unique, volunteer-based organization that helps people cope with cancer by offering innovative and comprehensive bilingual services that meet the many practical, emotional and social needs of cancer patients and their families. Services include one-to-one peer counseling and support groups, professional assessment and referrals, workshops on topics ranging from coping with a new diagnosis to taking your life back after cancer, a resource room with wigs, turbans and scarves, and a library. Hope & Cope's free-standing Cancer Wellness Centre offers a wide variety of classes that focus on wellness in mind, body and spirit.

Hope & Cope can be reached at 514-340-8255 and has offices in the Segal Cancer Centre (Room E-730.1), Radiation Therapy (Room G-18.85), and Palliative Care (Room B-400.1). The Wellness Centre is located at 4635 Côte-Sainte-Catherine Road and can be reached at 514-340-3616.

Visit hopeandcope.ca

Volunteer services

Volunteers provide supplementary help to patients and staff. They contribute to the well-being of patients, their families and to the smooth functioning of the hospital. Our volunteers are valued members of a dedicated team. For more information, contact Volunteer Services at extension 25985.

Spiritual services

Clergy of various faiths visit the hospital regularly. The hospital chaplain can assist you with matters of a spiritual nature. Our non-denominational chapel is located on the 6th floor of Pavilion B. For more information, contact Pastoral Services at extension 25985.

Food and Beverage



The Atrium Café - Pavilion G, RC (ground level)

Monday to Thursday: 8:00 a.m. - 7:00 p.m. Friday: 8:00 a.m. - 2:30 p.m.
Closed Saturday and Sunday.

Public Lounge

A public lounge adjoins the Atrium Café. It can be used to consume food from outside the hospital.

Atrium à la Carte

Schedule varies

This travelling food cart visits many clinics and waiting-room areas throughout the hospital, selling a variety of sandwiches, salads, pastries and drinks.



The Link coffee shop - Pavilion E, 1st floor

Monday to Friday: 7:30 a.m. - 3:00 p.m.
Closed Saturday and Sunday



Second Cup - Pavilion B, 1st floor (Côte Sainte-Catherine entrance)

Monday to Thursday: 24 hours. Friday: 6:00 a.m. - 4:00 p.m.
Closed Saturday and Sunday



Second Cup - Légaré Street entrance

Monday to Thursday: 7:00 a.m. - 5:00 p.m. Friday: 7:00 a.m. - 4:00 p.m.
Closed Saturday and Sunday



Second Cup - Pavilion K, main floor (level S1)

24 hours, except closed from Friday 4:00 p.m. to Saturday 8:00 p.m.



DAVIDsTEA - Pavilion K, main floor (level S1)

Monday to Friday: 8:00 a.m. - 7:00 p.m.
Sunday: 11:00 a.m. - 5:00 p.m. Closed Saturday



The Food Court in the Carrefour Lea Polansky

Beso Prêt à manger

7:00 a.m. - 7:00 p.m., Daily

Gare 18

Monday to Thursday: 11:00 a.m. - 7:00 p.m., Friday: 11:00 a.m.-2:30 p.m.
Closed Saturday and Sunday

Benjing

Monday to Thursday: 11:00 a.m. - 4:00 p.m., Friday: 11:00 a.m.-2:30 p.m.
Closed Saturday and Sunday

Café Sofia

Monday to Friday: 7:00 a.m. - 10:30 a.m.
Closed Saturday and Sunday

Kabob Shop

Sunday to Thursday: 11:00 a.m.- 7:00 p.m., Friday: 10:30 a.m. - 2:30 p.m.
Closed Saturday and Sunday

For more information on menu items, please visit

facebook.com/RestoCarrefourHGJ/

Beso Prêt à manger food cart

Monday to Thursday: 2:00 - 5:00 p.m. Various locations around the hospital

Friday: 7:00 p.m. - midnight. In the Emergency Department

JGH MAP



Hospital Card



Entrance



Links between Pavilions



Taxi



Gift shop



Chapel (6th floor)



Information and Security



Parking



Bike racks



Picnic tables



Groupe Forget - Pavilion K, main floor (level S1)

Offers audio-prosthetic consultations, hearing aid repairs, cleaning and inspection.
Monday to Thursday: 9:00 a.m. - 5:00 p.m., Friday by appointment only.
Closed Saturday and Sunday



Slawner Ortho - Pavilion K, main floor (level S1)

Offers a variety of services and products in the field of orthotics and prosthetics.
Monday to Friday: 8:00 a.m. - 5:00 p.m.



The Gateway convenience store - Côte Sainte-Catherine Entrance

Monday to Friday: 7:00 a.m. - 7:00 p.m.
Saturday to Sunday: 10:00 a.m. - 5:00 p.m.



oeil Vision - Pavilion K, main floor (level S1)

Monday to Thursday: 9:00 a.m. - 6:00 p.m., Friday: 9:00 a.m. - 4:00 p.m.
Closed Saturday and Sunday



Proxim Pharmacy - Pavilion B, 1st floor

Monday to Thursday: 8:00 a.m. - 8:00 p.m., Friday: 8:00 a.m. - 6:00 p.m.
Sunday: 10:00 a.m. - 5:00 p.m., Closed Saturday



Free Newspaper Stand - Côte Sainte-Catherine Entrance

Available 24 hours a day

Vending machines

Vending machines are located throughout the hospital, and supply hot and cold drinks and snacks 24 hours a day.

Note that these opening hours are approximate, depending on the beginning of the Jewish Sabbath on Friday afternoon. All of the eateries are closed during Jewish High Holy Days, as well as on regular statutory holidays, except for Beso Prêt à manger. Please note that food purchased at one restaurant may not be consumed in another restaurant.



Jewish General Hospital Patient Information Guide



Jewish General Hospital

MEMBER OF:

Integrated Health
and Social Services
University Network
for West-Central Montreal

Québec