



HÔPITAL MONT-SINAÏ - MONTRÉAL
MOUNT SINAI HOSPITAL MONTREAL

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WELCOME GUIDE

*Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal*

Québec 

Welcome to Mount Sinai Hospital.

At Mount Sinai Hospital Centre, it's not just about what we do, it's how we do it. We do more than treat patients, we care for people. We take a global approach to offer quality health care that considers the patient and his or her environment as a whole.

Our interdisciplinary team of professionals is dedicated to working collaboratively with you and your family so that your medical, psychological, social and spiritual needs can be met as best as possible, in a personalized and human manner, and in a clean and safe environment.

Since its inception in 1909, Mount Sinai Hospital has always stood for excellence. Today, the Centre is a state-of-the-art institution that specializes in short term respiratory care, palliative care, post-acute care and long-term care and is accredited by Accreditation Canada. Mount Sinai Hospital is a non-sectarian, McGill University affiliated hospital.

This guide has been designed to help you and your family understand the services available at Mount Sinai Hospital. If additional information is required, please do not hesitate to ask our staff.

We welcome your comments and feedback so that we may continuously improve the quality of our services.

Thank you for entrusting your care to us. We hope that your stay at Mount Sinai Hospital will be as comfortable as possible.



A handwritten signature in grey ink, appearing to be 'JL' or similar, located below the photograph.

Dr. Suzanne Levitz, MDCM,CCFP
Site manager, Mount Sinai Hospital
Associate Director, Professional Services, CIUSSS West-Central Montreal

HISTORY

Mount Sinai's history dates back to the hospital's inception in 1909 when members of the Jewish community recognized the need for a tuberculosis sanatorium. Before the discovery of antibiotics, it was accepted that fresh mountain air and pure water could facilitate the treatment of, and ultimately cure, tuberculosis. Mount Sinai's heritage began in Préfontaine near Sainte- Agathe -des-Monts, Québec, with a humble 12 -bed facility.

The facilities eventually became outdated due to advances in treatments and an increase in the number of patients. To meet the growing need, an art deco building was built in the same area, housing 92 beds, and Mount Sinai expanded its mission to serve persons suffering from other types of respiratory diseases.

The threat of tuberculosis diminished greatly by the 1950s, and Mount Sinai became an intermediate care facility specializing in chronic obstructive pulmonary diseases such as emphysema, bronchitis, asthma and other respiratory diseases. Mount Sinai subsequently moved to Montreal in 1990, into a state-of-the-art building to be closer to the population it served, with 107 beds, an out-patient department and a wide range of diagnostic and treatment services.

The hospital has been constantly adapting to meet the changing needs of the community, with upgraded facilities and equipment to provide the highest level of patient care.

Mount Sinai Hospital Centre is a member of the Integrated Health and Social Service University Network for West-Central Montreal.



OUR MISSION

Our mission is to treat people with pulmonary diseases with a global approach including education, prevention, diagnostic, treatment and follow-up; to offer palliative care services to people at the end of their life to alleviate their suffering.

Simplified admitting procedures

Upon acceptance to Mount Sinai, you will be contacted via telephone to confirm a specific date for admitting.

On Monday through Friday you are asked to arrive at the indicated time at the Admitting Office, Room B -121; on weekends and holidays please proceed directly to the nursing unit you were referred to.

You must bring the following documents with you:

- Valid Medicare Card (or payment will be required)
- Mount Sinai Hospital card (if available)
- Valid proof of insurance (if available)
- A copy of any legal mandate for the patient that may exist.

WHAT SHOULD YOU BRING?

Clothing

Due to limited storage space, please bring only what you need.

Easy care and washable clothing is recommended. You will be more comfortable if clothing is loose fitting and has ample openings to facilitate dressing and undressing.

Comfortable clothing and footwear for exercise is also recommended. All footwear should have rubber soles for safety.

Medication

Mount Sinai will provide all approved medications during your stay. However, it is requested that you bring all medications from home, with their original labels, for identification and prescription by one of our physicians at the Hospital. After you are assessed by one of our physicians, you may return your medication to your home.

If you use a CPAP/BIPAP machine, please bring it with you.

Personal hygiene articles

Please bring a limited number of personal hygiene items that may be needed, such as: toothbrush and toothpaste, denture cup and cleaner, hairbrush, shampoo, Kleenex, deodorant, fragrance-free body lotion.

Note that our rooms do not permit electric items (e.g.hair dryer, hair straightener).

Valuables

Mount Sinai Hospital Centre cannot be held responsible for any loss or breakage of personal belongings or valuables such as jewelry, money, etc. It is recommended that patients never keep more than a small amount of cash at their bedside.

Valuables can be locked in the safe available in the Medical Records department on the main floor. Please inquire at the Admitting Office, Room B-121. The safe can be accessed from 9:00 a.m. to noon and from 1:00 p.m. to 5 :00 p.m., except for weekends and holidays. In order to avoid the loss or damage of eyeglasses and other prosthetics, i.e.hearing aids, it is recommended that they be stored carefully when not in use.

MEALS AND DIETARY LAWS

Dietary Laws

In order to respect and conform to Jewish dietary laws, all food at Mount SinaiHospital Centre is certified Kosher. Non -Kosher food is only permissible in dedicated Hospital areas. For more information regarding Kosher rules, please feel free to contact the Social Worker or your Unit Manager.

Meals

Patients receive three meals a day, plus snacks as appropriate:

- Breakfast
- Lunch
- Dinner

Cafeteria

A Kosher cafeteria with a summer terrace is located on the ground floor. The cafeteria features hot meals and a salad bar.

Vending machines are also available. Tables are available for consumption of non-Kosher food both in the cafeteria and in the garden; these are well designated.

Coffee Shop

The Hospital features a dairy Coffee Shop, operated by the Auxiliary, which serves a variety of light meals, snacks and beverages. The Coffee Shop is open Monday through Friday from 8: 30 a.m. to 4:30 p.m., and Sundays from 10:00 a.m. – 4:00 p.m.; closed on Saturdays and the Jewish holidays.

OUR GLOBAL APPROACH TO HEALTH CARE

Patient/ family partnership

We view patients and their families as partners. We welcome and count on your family and friends to maintain a close link with you and to be involved in your care and activities. Some of the ways that your family could be involved include: assistance at meal times, accompanying you to social and recreational activities, accompanying you to appointments, overseeing such personal items as eyeglasses, hearing aids, dentures, etc.

Care team

The Nurse Manager and/or the nurse responsible for your care, as well as our interdisciplinary team members (including the physician, nurse, social worker, physiotherapist, occupational therapist and dietitian) will collaborate with you in order to coordinate the various aspects of your care plan. The participation of the patient and/or family members in the individualized care plan will influence the success of our therapeutic approach.

Physicians are present 7 days a week, 24 hours per day.

Several departments receive students who are performing all or part of their practical training at Mount Sinai Hospital. You may have contact with one or more students who are performing tasks for the medical, nursing, physiotherapy, dietary services or social services departments. We wish to assure you that all of these students are under the constant supervision of our professional staff.

Recreology services

In order to enhance our patients' quality of life, our recreologist organizes activities which include physical and mental stimulation, entertainment, and holiday celebrations.

Music and art therapy

Music and art therapy programs have been shown to have unique non- medicinal influences on parts of the brain that affect emotional regulation, memory and motor function. At Mount Sinai, these programs are provided on an individual or group basis, following the evaluation of the patients' needs.

Spiritual needs

Special attention is paid to your cultural and religious values, beliefs and practices. Therefore, a Rabbi, and a Catholic Priest are on staff and visit on a regular basis. Family

members may make arrangements to contact these or clergy of other religious affiliations, or your personal chaplain. Religious services in our multi-denominational chapel are held for the major Jewish holidays.

Parking

Paid parking is available in the lot adjacent to the Hospital. There are allocated parking spots for visitors at the entrance. There is a daily rate available at the pay-by-plate parking meter. Weekly and monthly parking rates can be arranged through Security Services by emailing: jcohen@jgh.mcgill.ca Please note there may be a wait list for parking permits.

Taxi

A telephone near the gift shop of the Hospital and connected directly to a central taxi service is available on the ground floor.

Transportation to appointments

All patients are responsible for their transportation to and from appointments that were scheduled prior to admission. Mount Sinai is only responsible for transportation to and from appointments that are made by our professionals for in-patients during their hospital stay. Family should be available to make arrangements to accompany patients to all external appointments.

The hospital will not cover the cost of transportation when you return home or to a private nursing home, when you leave the hospital on a pass, or for appointments not related to your rehabilitation stay (e.g. dentist). If you have any questions, please ask the nursing manager.

Medical records

Medical records are confidential and cannot be shared without proper authorization.

Requests by patients or their legal representatives must be made in writing, detailing the need for these documents, and should be submitted to the Medical Records department (Room B -123).

Absence from your floor

If you plan to leave your floor, you must first advise the nursing station and inquire about any scheduled examinations.

Temporary leaves

Patients are not permitted to leave the Hospital without the written authorization of a physician. Should you require a temporary leave, we ask you to advise the nursing

station, in advance, of the date, the time of departure and the expected time of return. Your bed will be temporarily reserved in your absence. If you are staying in a private or semi-private room, you must continue to assume financial responsibility during your temporary leave, and during a temporary transfer to another hospital.

Volunteers

Volunteers, who can be identified by light blue smocks and identification tags, are an integral part of the Hospital family. They offer non-medical services through friendly visits, accompanying you to special events and supporting you in many other helpful ways.

FOR YOUR COMFORT AND CONVENIENCE

Summer garden

Our "Healing Garden" is a welcome retreat for patients and families during summer months. The garden features a shallow pond with a variety of fish and a waterfall, winding paths and comfortable benches, all in a quiet setting. Many shaded areas are available. No fishing or feeding our fish please!

Gift shop

Operated by the Auxiliary of the Hospital, the Gift Shop is located on the first floor. It is open from 10:00 a.m. to 4:00 p.m., Monday through Friday, except on Jewish holidays.

All items purchased in the Gift Shop are tax-free.

Telephones

Upon request, you may have a telephone in your public room for a daily fee. Telephone service is included in private and semi-private rooms.

To make a long-distance call, contact the operator by dialing 0. You will be billed for the incurred charges.

Television

Television rentals are available on a daily or monthly basis. All patients who watch television after 10:00 p.m. are asked to wear headphones to avoid disturbing other patients.

Foot care

Arrangements for paid services for a foot care specialist can be made through the nursing unit agent. Payment is made directly to the foot care specialist and is the responsibility of the patient and/or family.

Hairdresser/ Barber

Appointments for the hairdresser/barber can be made through the receptionist on the nursing unit.

Payment is made directly to the hairdresser and is the responsibility of the patient and/or family.

Laundry

Washers and dryers for your personal use, at no cost, are located on the 3rd and 4th floors. You must provide your own laundry detergent and fabric softener. Laundry detergent is available for purchase in the Mount Sinai gift shop.

Language interpreters

To help provide the best possible care, a number of our staff are available to assist as language interpreters for our patients.

Interpreters in 26 languages are available, and the service is provided free of charge. If you require an interpreter, please contact your Unit Manager.

CODE OF CONDUCT

Tips or gifts

In order to prevent any type of conflict of interest or appearance of conflict of interest, and in accordance with our policy we ask you not to give tips or gifts to our employees and volunteers. However, if you would like to acknowledge their support, please speak with the coordinator of your unit.

SAFETY

Emergencies

In case of a personal emergency, use the call bell in your room or bathroom.

In case of a general emergency, stay calm and wait for instructions from Hospital staff who are specially trained in responding to various types of urgent situations.

Patient safety

The safety and security of our patients is a high priority at Mount Sinai Hospital.

Sometimes, despite our best efforts, certain “adverse events” can occur.

Four of the most common risks for patients are medications, falls, pressure sores and infections. You can help us lower these risks by following these suggestions:

Medication Safety

- Upon admission, provide your nurse and/or doctor with a list of medications that you are taking, including all pills, liquids, puffers, patches, eye or ear drops, creams, ointments and oral contraceptives; advise us also about any “over the counter” medications and remedies or herbal products you may be using (unless you are taking part in the program for self-administration of medications).
- Make sure your nurse or doctor identifies you correctly before giving you any medicine.
- Ask what the medicine is and what it is used for each time you are given medications in the hospital.
- Ask questions if the medicine looks different from what you were taking previously.
- Tell your nurse or doctor about any allergies or bad reactions to medicines you may have had in the past, or that you are experiencing while under our care, especially after you start taking a new medication. If you have any concerns regarding your medications, please contact your nurse or doctor.

Infection Control and Prevention

Our staff members are trained to take all measures necessary to control and prevent infection among our patients.

The success of our efforts to prevent infection depends greatly on the cooperation of our patients and their families.

One of the easiest and most essential ways to prevent the spread of infection is through frequent and thorough hand washing. This is especially important before and after eating, after using the washroom and after sneezing or coughing.

Please ask your family and visitors to follow proper and thorough hand hygiene procedures when entering or exiting a patient's room.

Other ways to help stop the spread of germs:

- Do not share your personal belongings;
- Ask friends or family not to visit you if they are sick (e.g. cold, flu, diarrhea, fever, rash or other contagious illness);
- Ask visitors to use washrooms designated for their use;
- Follow any Infection Control precautions that may be requested of you and your visitors.

Some patients may require special infection control precautions and may be placed in isolation, and visitors may be required to wear masks and gowns. During highly contagious outbreaks of COVID-19, flu or other diseases, families may be denied visiting privileges.

Avoiding falls

Avoiding patient falls is essential, as any fall may cause complications to already existing medical conditions. If you have had a recent fall at home or elsewhere, please tell your nurse and doctor about it. The effects of medication, surgery, or your illness can affect your balance and ability to walk safely unassisted.

Follow the safety recommendations given by your healthcare team. Use walking aids and wheelchairs as instructed. Always lock both brakes on your wheelchair before standing up. If unsure, please consult with a team member.

Please make sure you can reach the call bell to ring for help when getting out of bed. We ask that family members and friends do not attempt to move patients to or from their beds or wheelchairs; our staff are specially trained to move patients safely.

Try to give yourself lots of time to get to the bathroom, to avoid slips and falls that may occur when in a hurry.

Please be aware of your surroundings. Wet floors or obstacles may cause you to slip or fall. Wear non-slip, well-fitting footwear.

If you were using a walker or other mobility aid at home, have your family bring it in for you to use while in the hospital. If you cannot have your own aid, ask your nurse to arrange for one while you are in the hospital.

A pamphlet on avoiding falls is available on site. Please consult it as needed or request it from a team member.

Prevention of pressure sores

The prevention, systematic screening and treatment of pressure ulcers are among the daily concerns of the care team. Assessing risk factors and implementing interventions to maintain skin integrity are an integral part of our care. Examples of interventions may include: encouraging mobilization, frequently changing the patient's position in bed, or changing the mattress as needed.

Correct identification

To help ensure your safe care, all patients at our hospital are required to wear identification bracelets.

- You will be asked to state your name and date of birth often – when receiving medications or prior to lab tests, x-rays or other procedures.
- All of our staff and volunteers are also required to wear identification tags which include their photo, name, title and department.
- Please feel free to ask any person who is attending to you to show his or her identification tag.

Fragrance sensitivity

All patients, families, visitors and staff are required to avoid wearing strong perfumes, colognes, deodorants or other fragrances.

Our patients may have negative reactions to strong scents, and this can also create serious consequences for our respiratory patients.

Mutual respect and tolerance

Mount Sinai Hospital values compassion, tolerance and mutual respect. We are committed to providing a safe, violence free environment for patients, visitors, staff and volunteers. Aggressive behavior or course language will not be tolerated.

Appropriate action will be taken against any individual who is physically or verbally abusive, threatens any person or destroys hospital property.

Our staff is here to help you deal with difficult situations. Please ask for our help whenever it is needed.

Smoke-free environment

Smoking is prohibited in all areas of the Hospital, garden area and hospital grounds.

Individuals smoking or vaping tobacco or cannabis on the premises, or within the restricted areas outside the building, will be considered to have committed an offence, which can imply a fine under the Loi sur le tabac (the Tobacco Act).

It is also important to note that many of our patients use oxygen tanks and smoking anywhere near the tanks can be very dangerous, even when outdoors.

Photos, video & audio taping

Any photo shooting and/or video or audio taping may be done only with previous written consent of the person(s) concerned and a written pre-authorization from the Administration.

Code of ethics

Our code of ethics is included with this guide. It outlines the values and principles that guide our behaviour and attitudes toward our clientele. It is based on respect and benevolence toward each individual, as our objective is to ensure the well-being of all members of our community. This code of ethics completes and reinforces the rights and obligations established in the law.

Users' committee

The Users' Committee is comprised of a group of representatives of patients, families and volunteers. The committee is mandated to inform users of their rights and

obligations; to foster the improvement of the quality of living conditions of users; to assess the degree of satisfaction of users with regard to services received; to defend the common rights and interests of users.

To contact the Users' Committee, please dial extension 1075.

The complaint process

It is important that you inform us if you are dissatisfied with the services offered. To do so, we suggest that you first speak with the nurse on your floor. The nurse will try to correct the situation or find a solution to the problem. Depending on the case, the nurse can also direct you to the right person: either the head nurse of the unit or the head of the service concerned. In most cases, this simple step will be enough to resolve the issue. However, if the problem persists, you may contact the Service Quality and Complaints Commissioner's Office. For more information, please consult the pamphlet that is included with this guide.

The Complaints Commissioner's Office can be reached at:

By phone - 514-340-8222 ext. 24222

By email - ombudsman.ccomtl@ssss.gouv.qc.ca

All of the information pertaining to your complaint will remain strictly confidential.

We will ask you to complete a satisfaction questionnaire during or after your stay. Please take the time to fill it out. Your comments will help us improve the quality of care we offer.

Donations

The Hospital's Auxiliary and Foundation raise funds to improve the quality of life for our patients. With their help, and the generosity of our donors, we are able to acquire essential equipment and offer additional services. Funds are raised during various activities and events each year, as well as through individual donations, legacies and bequests.

If you would like to make a donation, please contact:

The Auxiliary: 514-369-2222, ext. 1334

The Foundation: 514 -369-2222, ext. 1299