

ADMISSION

VISITING HOURS

FROM 2:00 P.M. TO 8:30 P.M. DAILY

We know that visits from relatives and friends are enjoyable, but rest is one of the most important factors that help to speed your recovery. We also ask you to bear the following in mind:

- Respect procedures if a user is not permitted to have visitors;
- Only two visitors are allowed at a time;
- Cooperate with nursing staff by asking your visitors to leave when it is time for you to receive treatment;
- Do not smoke in the hospital;
- Use the lounge located on each unit for group visits;
- Children under 14 should be accompanied by an adult.

Maternity Unit

Spouses and children may visit patients at any time. Other visitors are admitted between 7:00 p.m. and 8:30 p.m.

Palliative Care

The attending physician or unit head may authorize family members or other significant persons to visit at any time.

Intensive Care and Emergency

One person may visit for five minutes per hour. Children under 14 are not allowed in Intensive Care – no exceptions. Please note that flowers are not permitted in this unit.

Psychiatry

Visiting hours are from 3:00 p.m. to 5:00 p.m. and from 7:00 p.m. to 8:30 p.m. Children under 14 may not visit this unit except under special circumstances. Visiting hours may be reassessed by the physician on duty or the psychiatrist.

Pediatrics

Mothers and/ or fathers or individuals significant to the child may visit at any time. Your child requires the same attention you provide at home, and your presence is recommended to assist with personal hygiene, meals and play. Please entrust your child to our care for a short time when specialized treatment is required.

Benoît Martin Unit

To promote quality of life for residents, visits to this long-term care unit are permitted at any time. The four active geriatric beds fall under hospital policy, i.e. visits are permitted only between 2:00 p.m. and 8:30 p.m. To maintain quality service so that residents may recover faster, we ask visitors to respect the patients' treatment plans. At any time, if the unit head or security officer feels that the presence of visitors is hindering the welfare of a specific patient, or of other patients, he/she may ask these visitors to leave.

INFECTION PREVENTION

In the hospital, contact with staff and other patients increases the risk of transmitting germs. Therefore, visitors must obey the following rules during your hospital stay:

- Avoid coming to the hospital if you have a fever, the flu, skin lesions (chickenpox), a rash, cold sores, diarrhea or any other contagious disease;
- Ask care staff to lend you a mask to protect our users if you have a cold or cough;
- Wash your hands before and after entering a user's room;
- Ask staff about any rules applicable to people visiting the unit.

INTERHOSPITAL TRANSFER

Any patient that has been hospitalized in another institution during the past three years may undergo screening tests when being admitted to Maria Hospital. Once you are admitted, you may be placed in an isolation room until it has been determined whether or not you are a carrier of any diseases.

TOBACCO USE ACT

Except in the residential units, smoking is strictly prohibited in all CSSSBC facilities.

CHAPLAINCY

This service is intended to meet your spiritual needs. Chaplains offer support and comfort during your hospital stay. They are here primarily to listen to you, as well as to help you make sense of your situation, support you in prayer and administer unction. A chapel is located on the 2nd floor and is open at all times.

FONDATION

SANTÉ BAIE-DES-CHALEURS

The Fondation Santé Baie-des-Chaleurs helps purchase medical equipment in order to improve services and care provided to our clientele. Clearly, without your financial support, it would be difficult to acquire this equipment. A pamphlet containing all the information on our current fundraising campaign is available. If you wish to make a donation, please contact the foundation as follows:

Fondation Santé Baie-des-Chaleurs
419, boul. Perron
Maria, Québec G0C 1Y0
Telephone : 418 759-3443, Extension 2305

ADMINISTRATIVE OFFICES

419, boul. Perron
Maria Québec G0C 1Y0
Telephone : 418 759-3443
Fax : 418 759-5063



ADMISSION

Maria Hospital



**Our team wishes
you a pleasant stay**

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Your request for admission to the hospital was submitted by your doctor. In case of emergency, you will be admitted immediately. In other cases (elective, non-emergency admissions) you must report to reception (the office located at the main entrance, near Emergency) at the designated time. All requests for admission are submitted to Reception. Please remember to bring your Quebec Health Insurance card, CSSSBC card and, if applicable, your private or group insurance card with you.

HOSPITALIZATION FEES

The Quebec Hospital Insurance Plan covers the costs of hospital stays for all Quebec Health Insurance cardholders in good standing. Non-residents and visitors from other countries must provide a copy of any identification document such as proof of personal insurance, passport, visa or any other document attesting to their status.

ROOM RATES

The basic room rate is set by the Ministry of Health and Social Services. Hospital fees for users occupying wards containing three or more bed are covered by the Quebec Health Insurance Plan. You must pay extra if you want a private or semi-private room. Your private insurance company will usually cover these costs. The accounts office is located in the Administrative Wing, 3rd Floor, at the north end of the hospital (418 759-3443, Extension 2469).

DEPARTURE

You must leave before 11:00 a.m. Please bear this in mind and plan accordingly.

MEDICATION

If you are on medication when admitted, you must turn your medication over to the nurse in your care unit. Hospital pharmacists will supervise the administration of all medication required for your treatment. When you are discharged, your personal medication will be returned to you.

PERSONAL BELONGINGS

We suggest that you mark your name clearly on your personal belongings and bring in only what is absolutely necessary. We recommend the following:

Clothing:

bathrobe, sleepwear, slippers;

Toiletries:

soap, shampoo, toothbrush, toothpaste, hairbrush and/or comb, shaving kit, makeup kit;

Other:tissues, paper towels.

The pediatric unit supplies basic clothing for children aged 0 to 6 years, but you must provide the child's personal belongings. You are solely responsible for your personal belongings and items of value. We recommend that you have your family look after your valuable items. If this is not possible, ask the nursing staff to store them in a secure location. If you notice a personal item is missing, we recommend that you notify the nursing staff, who will inform Security. Maria Hospital declines any responsibility for lost or stolen items such as jewellery, watches, wallets, glasses, clothing, etc.

DAMAGE TO EQUIPMENT

For your comfort, the hospital provides a high-quality physical environment adapted for medical care. Anyone causing damage to the physical environment will be held responsible for his/her actions

TELEPHONE

To reach a patient in the hospital, call 418 759-3443 and enter the room number (ex. : 3058). To reach an outside number, dial 8, then the number. To make a long distance call, at your expense, dial 8, then 0, and tell the operator that you are making a collect or calling card call, as the case may be. To allow you sufficient time to rest, no calls will be transferred to you between 9:00 p.m. and 7:00 a.m. Cell phones are not permitted, because they may interfere with medical equipment.

TELEVISION RENTAL

Patients in most rooms may rent a television. For safety reasons, hospital users are not permitted to bring their own televisions or any other electrical devices except for a razor. The receptionist in your unit will inform you about rental procedures. Please note that televisions are not permitted in Intensive Care.

VENDING MACHINES

Vending machines are located near the cafeteria and are available 24 hours per day. They offer light snacks and various beverages.

CAFETERIA

The cafeteria is located on the 1st floor of the west wing, and is open for lunch Monday to Friday, from 11:30 a.m. to 1:30 p.m.

DIETARY AND NUTRITION SERVICES

The Diet and Nutrition Department provides you with an appropriate meal plan (normal and/or therapeutic menus). Mealtimes vary from unit to unit, depending on specific requirements, but begin at the following times:

- breakfast 8:30 a.m.
- lunch 11:30 p.m.
- supper. 4:40 p.m.

PARKING

A paid parking area lot located near the hospital entrance is available to users and visitors. Rates are as follows:

- 0 - 15 minutes free
- 15 - 60 minutes 1,50 \$
- 60 -120 minutes 2,50 \$
- Daily rate (120 minutes or more). 4,00 \$
- Weekly rate. 10,00 \$
- Monthly rate. 25,00 \$

In addition, outpatients who come to the hospital on a regular basis may purchase parking passes. For information, please contact Admissions staff or call the Technical Services Department at 418 759-3443, Extension 2130.

VOLUNTEER SERVICE

Volunteers work with healthcare staff to improve your hospital stay by providing a friendly presence that respects your needs. Anyone wishing to be visited by a volunteer on an individual basis may request this service from the health care staff in their units. This service is available from 8:00 a.m. to 8:00 p.m., Monday to Friday and from 9:00 a.m. to 5:00 p.m. on Saturday and Sunday.