

WHEN YOU LEAVE

IMPORTANT TELEPHONE NUMBERS

INFO-SANTÉ CLSC 310-2572

CSSS DE LA BAIE-DES-CHALEURS

Maria Hospital 418 759-3443
(Fax) 418 759-5063

Outpatient admissions Extension 2241
Day hospital. Extension 2140

CLSC

Malauze (Matapédia) 418 865-2221
(Fax) 418 865-2317

de Pointe-à-la-Croix 418 788-5454
(Fax) 418 788-2510

de Saint-Omer 418 364-7064
(Fax) 418 364-7119

de Caplan 418 388-2572
(Fax) 418 388-2645

de Paspébiac 418 752-2572
(Fax) 418 752-6734

LONG-TERM CARE CENTRES

Matapédia 418 865-2221
Maria 418 759-3458

New Carlisle 418 752-3386

REHABILITATION CENTRE

Carleton 418 364-6037

Maria 418 759-3333

Bonaventure 418 534-4243

CSSS DU ROCHER-PERCÉ

CLSC de Chandler 418 689-2572
(Fax) 418 689-4707

CLSC de Gascons 418 396-2572
(Fax) 418 396-2367

HEALTH SERVICES

MARIA 418 759-5822

Nurse 418 759-3431

HEALTH SERVICES

RESTIGOUCHE. 418 788-2155

(Fax) 418 788-3155

RÉGIE DE LA SANTÉ DU RESTIGOUCHE

CAMPBELLTON 506 789-5000

VOLUNTEER CENTRES

New Carlisle 418 752-5577

Maria 418 759-3131

Matapédia 418 865-2740

HOME SUPPORT SERVICES

Entre-Tiens d'Avignon 418 364-3699

Entre-Tiens Chaleurs 418 534-3751

TRANSPORTATION ASSISTANCE

Transport Adapté de la Baie ... 418 534-3325

HOUSING ALLOWANCE

Régie des rentes du Québec 1 800 267-6299

SOCIÉTÉ DE L'ASSURANCE

AUTOMOBILE DU QUÉBEC

(QUEBEC AUTOMOBILE INSURANCE BOARD)

General information..... 1 800 361-7620

Gaspé 1 888 249-5667, Extension 2

(Fax) 1 418 360-8612

EVALUATING YOUR SATISFACTION

In order to improve our services, we require your feedback. Should you receive a questionnaire regarding the quality of our services, we would appreciate it if you would take the time to fill it out.

FONDATION

SANTÉ BAIE-DES-CHALEURS

A pamphlet containing all the information on the Foundation's 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

REMINDER

When you leave, make certain that you have the following items or information with you, as required :

- your health insurance card;
- your information sheets or instructions given to you by the nurse;
- your medical prescriptions;
- your outpatient clinic appointments (dates and times);
- information on requesting referrals from the CLSC for home care services, if required;
- your personal belongings and medication.

ADMINISTRATIVE OFFICES

419, boul. Perron

Maria, Québec G0C 1Y0

Tel. : 418 759-3443

Fax : 418 759-5063

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Graphiste: Joan-Carole Beaulieu 418 364-3830

Centre de santé et de services sociaux
de la Baie-des-Chaleurs



WHEN YOU LEAVE

Maria Hospital



GENERAL INFORMATION

**Our team wishes you
a speedy recovery**

WHEN YOU LEAVE

GENERAL INFORMATION

In order for us to prepare for the next users being admitted, your room must be free as quickly as possible. In principle, you must vacate your room by 11:00 a.m. Please be aware of this and plan accordingly. It is therefore your responsibility to make proper arrangements for your departure. Each floor has a lounge area available, where you may wait for your family to arrive.

Once your treating physician confirms your discharge, notify a relative or friend to come and pick you up as soon as possible. To simplify your preparations, we recommend that you follow the procedure below:

DEPARTURE PROCEDURE

- The person picking you up should park his/her vehicle in the **parking area designated for visitors**.
- If required, this person should obtain a wheelchair at the hospital entrance, near the admissions office. If you have difficulty finding a wheelchair, you may request assistance from reception.
- On your inpatient unit, if you require assistance with transferring to the wheelchair, hospital staff will be pleased to assist you.
- Once you have reached the main entrance, you may wait in the wheelchair or sit on a nearby bench while the person accompanying you goes to pick up his/her car. **Please bring the wheelchair back inside the building, and leave it near the main entrance.**

AT THE MAIN ENTRANCE

- Before leaving, make certain to pay your **parking fee**. The parking ticket dispenser is located near reception at the main entrance.

Following these instructions will help your departure proceed smoothly. We can then make certain that a wheelchair is available to you for your comfort and safety, help you avoid a long waiting period, and help you return home sooner. We thank you in advance for your cooperation.

DEPARTURE AGAINST MEDICAL ADVICE

A user who leaves the hospital even though his/her treating physician has not discharged him/her must sign Form AH-110 (Appendix 1) in the space reserved for this purpose. The treating physician will be informed immediately and the user's medical record will be completed and returned to Medical Archives.

PERSONAL BELONGINGS

As a general rule, the hospital is not responsible for damage, loss or theft of users' personal belongings or valuable items unless such items have been specifically entrusted to it for safekeeping. If you notice something missing, we recommend that you notify a member of the nursing staff on your unit, who will fill in a declaration form.

MEDICATION

After you leave the hospital, it is important for you to take your medication as instructed by the hospital care staff. In addition, if necessary, do not forget to take back the medication you brought 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 beds 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).

CODE OF RIGHTS AND RESPONSIBILITIES

This code is available in writing and specifies the rights and responsibilities of both staff and users. It also outlines the procedure for filing complaints.

FEEL FREE AT ALL TIMES TO ASK YOUR NURSE OR TREATING PHYSICIAN ANY QUESTIONS YOU MAY HAVE.

MEDICAL RECORDS

Your medical record is confidential. Except during your hospital stay, your record is stored at all times in the Medical Archives Department. Only authorized professionals involved in your treatment are permitted to examine it. After your hospital stay, if you need to have insurance forms filled out, please contact the Medical Archives office at Extension 2265. Staff members will then explain the fees payable (photocopying and mailing costs) and the procedure to follow. Medical Archives will then be pleased to send the documents to your treating physician who, in turn, may require a fee for this service.

You may request access to your medical record. Such requests may be sent to Medical Archives by mail, or by fax at 418 759-5537. You may also visit the hospital Medical Archives office in person. We recommend that you call Extension 2292 beforehand for information on access procedures, applicable fees in some cases, and to obtain further details as quickly as possible. An access request form must be dated and signed by the user's legal representative, parent or guardian, or by the user him/herself if he/she is aged 14 or over. The Medical Archives office is located in Maria Hospital, 2nd Floor (towards the operating rooms). It is open from 8:00 a.m. to 4:00 p.m., Monday to Friday.

To reach a staff person by phone, call: 418 759-3443, Extension 2292. Medical Archives staff will be pleased to answer your questions.