

The Admitting and Medical Care Unit
Geriatric Psychiatry Division

Porteous Pavilion, 2nd Floor



Welcoming Guide for Patients and Their Families



McGill University
Teaching Hospital



The Montreal PAHO/WHO
Collaborating Centre for Reference
and Research in Mental Health



This guide was written to provide you and your loved ones with an overall view of the medical care and services offered on the Geriatric Psychiatry Division Admitting and Medical Care Unit in order to help ensure that your stay is as pleasant as possible.

Douglas Hospital

6875 LaSalle Blvd., Porteous Pavilion, 2nd floor
Verdun, Quebec H4H 1R3
Telephone : 761-6131, ext. 2200



The unit provides short-term medical care and palliative care.

Psychiatric services are offered to a clientele 65 years of age and over, or with a geriatric profile (presenting severe psychiatric problems that may or may not be associated with minor physical health problems). These services are offered to people from the Hospital's sector area, which includes Verdun-Côte-Saint-Paul, LaSalle, Ville-Émard, Pointe-Saint-Charles, Saint-Henri, and Lachine, as well as to members of Quebec's anglophone population, referred from other institutions according to established criteria.

Our unit team is composed of psychiatrists, general practitioners, an internist, nurses and nursing assistants, an occupational therapist, a dietician, a pharmacist, a social worker, beneficiary attendants, a senior clerk, a medical secretary and a ward aide. We have the privilege of receiving trainees from diverse disciplines and educational institutions. We may also call upon a psychologist and other professionals, if required.

Medical care

Medical care for physical problems (including intravenous injections, care of complex wounds, care of potentially contagious infections, and catheter use) is available to all people admitted to the Douglas Hospital.

Palliative care

Palliative care is intended for terminally ill patients. This service aims to improve a person's quality of life and to relieve suffering. The multidisciplinary team works with the patient and the family.

Essential information

Upon arriving at the unit

- * A nurse will greet you, take you on a tour of the premises and introduce you to the team;
- * A beneficiary attendant will make a list of your clothing and ensure that your items are identified;
- * A unit psychiatrist and a nurse will be assigned to you for every work shift.



Personal belongings

- * A nurse will make a list of your belongings;
- * **You must give your health insurance card to the staff;**
- * You must supply toiletry articles, such as facial tissue, a toothbrush, toothpaste, deodorant, and a comb and a hairbrush, during your hospital stay;
- * You must leave all potentially dangerous objects with us. Your medication and valuables must be given to your family. For those who come to the unit unaccompanied, your valuables will be placed in the hospital vault and returned to you upon your official discharge;
- * A maximum of \$20 is suggested for your personal needs. This money will be kept in a locked area by your nurse.

Treatment

- * A physical and mental evaluation of your condition will be conducted by the nurse, with your cooperation, and with the cooperation of your family, if required;
- * We will seek your help to create your individual treatment plan. Depending on the situation, and with your authorization, we may ask for participation from your family, and from professionals from external services and/or from other health institutions, in order to prepare for your discharge;
- * If you wish to meet your psychiatrist outside your regular appointments, please inform the nurse, who will pass on your request to the psychiatrist;
- * In order to encourage patient mobility, the bedroom doors are closed from 10:00 a.m. to 12:00 p.m. and from 2:00 to 8:00 p.m.

Therapeutic activities

Therapeutic activities (exercise and expression groups, games, pet therapy, health training etc.) may be available during the following hours, depending on your treatment plan.

Monday to Friday

- * from 10:30 to 11:30 a.m.
- * from 2:30 to 3:30 p.m.
- * from 5:30 to 6:30 p.m.

Siesta period

- * 12:30 to 2:00 p.m.



Meal hours

All meals are taken in the Porteous 2B dining room, at the following hours:

- * **Breakfast:** 8:30 a.m.
- * **Lunch:** 12:15 p.m.
- * **Dinner:** 5:15 p.m.

Essential information (continued)



Telephone

- * You may receive or make local phone calls at no charge between 9:00 a.m. and 9:00 p.m. at (514) 761-6131, ext. 2201;
- * The nurse will assist you in making long distance calls;
- * If your family wishes to inquire about your condition, you may direct the call to your nurse at (514) 761-6131, ext. 3200. At any time, you may contact the unit clinical-administrative chief at (514) 761-6131, ext. 2199.

Religious services

Mass is celebrated every Sunday from 10:00 to 11:00 a.m. in the chapel, located in Room K-2319.



Visiting hours

You may receive visitors any afternoon between 2:00 and 8:30 p.m. Palliative care patients may receive visitors at any time. A more private living room is at your disposal for you and your visitors.



Smoking room

- Morning** 9:00 a.m. to 9:45 a.m.
10:30 a.m. to 11:15 a.m.
- Afternoon** 12:45 a.m. to 2:00 p.m.
2:45 p.m. to 3:30 p.m.
- Evening** 4:30 p.m. to 5:45 p.m.
6:30 p.m. to 8:30 p.m.

All lighters and matches must be given to a staff member by 8:30 p.m.

Temporary leave

- * You must inform your nurse when you are planning a temporary leave. This must be authorized by the attending psychiatrist;
- * Weekend leaves may be taken from 3:00 p.m. on Fridays, with authorization.

Code of Ethics

We respect the Douglas Hospital Code of Ethics, a copy of which may be obtained on the unit at any time, or from the Beneficiaries' Committee. If you feel that your rights are not being respected, we invite you to first notify the chief of the unit at (514) 761-6131, ext. 2199. If you do not obtain complete satisfaction, please contact the Beneficiaries' Committee at (514) 761-6131, ext. 2286, or the Ombudsman at (514) 761-6131, ext. 3287. This service is free of charge and completely confidential.

Confinement

When you are under Hospital confinement, you may be asked to wear your hospital gown. You may move about the unit, but may not leave under any circumstances.

Discharge

- * You will plan the date of your discharge from the hospital with the staff and your nurse during your stay, in order to minimize your risk of relapse. We will offer all necessary support needed to promote your recovery;
- * Before you are officially discharged from the hospital, your nurse will arrange an external follow-up. If, prior to your hospitalization, you have been seen by a professional from one of the hospital services or by a family doctor, the nurse will arrange the follow-up. If you weren't already being followed by a professional, we will arrange a follow-up with an external clinic. They will call you at your home to confirm details.



Financial contribution for accommodations

You will not be asked to financially contribute towards your accommodations as long as your condition requires acute care or during the first 45 days of your hospitalization. Your physician will determine when acute care ends. At that point, long-term care charges will apply. The financial contribution is determined by the Régie de l'assurance maladie du Québec and is established according to your income.

For additional information, please call residential services at (514) 761-6131, ext. 2560.