My treatment team:

Doctor/therapist ________________________________

Nurses ________________________________

__________________________________________

Occupational therapist ________________________________

Social worker ________________________________
We welcome you to the psychiatric in-patient unit of the Jewish General Hospital. Here is some useful information to help you during your stay. If you have questions, please ask your nurse, therapist or other staff member.

**Admission**

If you are a Quebec resident, RAMQ (Régie d’assurance maladie du Québec) pays for your medical care. If you are not a Quebec resident, check with Patient Accounts (room B-114) to find out what fees you need to pay.

When you arrive, we will give you a room that suits your needs. During your stay, you may have to change rooms to adjust for new patients. Your judgment and impulse control may be affected by your illness. If your behaviour puts you at risk, you may have to move to a closed unit.

There are no phones or televisions in your room. This is to encourage you to interact with others in the day room.

**Valuables**

We are not responsible for the loss or theft of your belongings. Put your clothes in the locker in your room. Bring only a few changes of clothes to the hospital.

Leave your money and all valuables at home or with family or friends. There is a Patient Accounts Office (Room B-114) to keep your money safe if you need it.
Rules and safety

When you arrive on the unit, you will be asked to wear a hospital gown. We will store your belongings in a locker in your room.

You must have written permission from your therapist to wear your own clothes and to leave the unit. This decision is based on your behaviour and safety.

You are not allowed to use street drugs or alcohol during your hospital stay, because they put your health at risk.

We do not tolerate violence on the unit. If you feel your anger is becoming out of control, talk to your treatment team. We can help you find appropriate ways to express your anger.

Suicidal ideas are a serious concern for us. If you feel suicidal or worry about another patient, talk about it with a staff member.

In high care and UTT (transitional treatment unit), we ask visitors to show staff any items they bring you for safety.

Driving

Your illness and medications can affect safe driving. Talk with your treatment team before you start driving again.
Treatment

While you are here, a treatment team will work with you.

*Your team may include:*

- psychiatrists
- psychologists
- nurses
- social workers
- occupational therapists
- pharmacists
- students

The treatment team will assign you a nurse on each shift. We will explain your treatment plan to you. We will ask you to sign a consent form, which means that you agree to be in hospital.

You must participate in the treatment program of the unit. It includes ward meetings, occupational therapy and groups.

A family doctor will take care of your physical health problems, as needed. We will do the necessary tests (e.g. blood tests, x-rays, scans).

We are a teaching hospital. You may receive some of your care from students. We may ask you to take part in interviews with students. You can choose to participate or not.

With your permission, we will invite your family or close friends to discuss your treatment and/or discharge.
Medication

You may need to take medication for your health conditions. Please join the weekly Meds Education group and ask your doctor or nurse if you have questions.

You can list your medications below:

<table>
<thead>
<tr>
<th>Name</th>
<th>Dose</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: Zyprexa</td>
<td>10 mg</td>
<td>breakfast and bedtime</td>
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</table>

<p>| | | |</p>
<table>
<thead>
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Telephones

Telephones are available for free from 9:00 a.m. to 10:00 p.m.
Please limit your calls to 10 minutes.

4-EAST: local 5846 or 5850
UTT (Transitional Treatment Unit): local 1433
HCA (High Care Area): local 4307
# Treatment program 4-EAST

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
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<tbody>
<tr>
<td>8:00</td>
<td><strong>BREAKFAST</strong></td>
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<tr>
<td>9:30</td>
<td></td>
<td>9:45 Meds Education</td>
<td>Exercise group</td>
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<tr>
<td>10:15</td>
<td>Ward meeting</td>
<td></td>
<td>Ward meeting</td>
</tr>
<tr>
<td>10:30 to 11:30</td>
<td>OT session</td>
<td>OT session</td>
<td>OT session</td>
</tr>
<tr>
<td>12:00</td>
<td></td>
<td></td>
<td><strong>LUNCH</strong></td>
</tr>
<tr>
<td>1:15 to 2:00</td>
<td>Team A patient meeting (only Dr. Geagea's patients)</td>
<td>Outreach group</td>
<td>Expression group</td>
</tr>
<tr>
<td>5:00</td>
<td></td>
<td></td>
<td><strong>SUPPER</strong></td>
</tr>
<tr>
<td>Thursday</td>
<td>Friday</td>
<td>Saturday / Sunday</td>
<td></td>
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<tr>
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<td></td>
</tr>
<tr>
<td></td>
<td>Exercise group</td>
<td>All week-end Free time:</td>
<td></td>
</tr>
<tr>
<td>Ward meeting</td>
<td>Ward meeting</td>
<td>Exercise Ping-pong Cards Board games Puzzles Reading Crosswords</td>
<td></td>
</tr>
<tr>
<td>OT session (until noon)</td>
<td>Fun Group</td>
<td>Wellness group Music group</td>
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<tr>
<td></td>
<td></td>
<td>Movies Visitors Socializing</td>
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Meals

All of your meals are served in the day room:

- Breakfast: 8:00 a.m.
- Lunch: Noon
- Supper: 5:00 p.m.
- Snack: 8:00 p.m.

Smoking times

(8:30 to 9:00 a.m., 12:30 to 1:00 p.m., 6:00 to 6:30 p.m.,
  8:30 to 9:00 p.m.)

You must have written permission from your therapist to go smoke.

You can’t smoke inside the hospital. Please respect the rules and the signs outside the hospital entrances.

For safety reasons, leave your cigarette packs, matches and lighters at the nursing station. If you do not follow the smoking times and rules, you will not be allowed to go smoke.

If you are in the high care unit, you won’t have permission to smoke.

Visiting Hours

<table>
<thead>
<tr>
<th></th>
<th>Weekdays</th>
<th>Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-EAST</td>
<td>2:00-8:30 p.m.</td>
<td>Noon-8:30 p.m.</td>
</tr>
<tr>
<td>UTT</td>
<td>1:00-3:00 p.m.</td>
<td>1:00-3:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>6:00-8:30 p.m.</td>
<td>6:00-8:30 p.m.</td>
</tr>
<tr>
<td>HCA</td>
<td>Daily 7:00-8:30 p.m.</td>
<td>2:00-4:30 p.m.</td>
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<tr>
<td></td>
<td>(Tuesday 2:00-4:30 p.m.)</td>
<td>7:00-8:30 p.m.</td>
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</table>
Facilities available to you

If you have permission to leave the unit:

**Cafeteria** – 1st floor, Pavilion B

**Snack bars** – Ground floor, Pavilion G (Atrium) and 1st floor, Pavilion E

**Vending machines** – Ground floor, Pavilions A & G

**Pharmacy and Convenience store** – Main entrance

**Second Cup** – Main entrance and Légaré entrance

**Parking** – Chemin de la Côte-des-Neiges (Pavilion H) or Valet parking main entrance

**Chapel** – 6th floor, Pavilion B; chaplains local 5677

**Library** – Room 200, Pavilion A

Legal status

If you are in hospital under a court order:

You are staying in hospital by decision of the court. You need to stay on the hospital grounds unless your doctor gives you permission to go out.

For more information about your rights, read the pamphlet: Rights and recourses of persons placed under confinement from the Ministry of Health and Social Services of Quebec. Pamphlets are available at the nursing station.

Suggestions or complaints

If you have any suggestions or concerns, discuss them with your treatment team. You can also consult the Local Commissioner of Complaints and Quality of Services (Ombudsman) at local 5833.
You are the most important member of your treatment team. These are your rights and responsibilities:

**Your rights**

1. To be treated with respect at all times
2. To receive care from qualified staff
3. To be given all important information about your treatment
4. To express yourself freely by letter, person or telephone
5. To confidentiality of your medical file and personal information
6. To take part, or not, in any research or teaching projects
7. To keep your belongings with you, except for reasons of space, safety or value
8. To ask for legal counsel when required

**Your responsibilities**

1. To control your temper and refrain from verbal or physical abuse
2. To follow the hospital’s rules and regulations
3. To behave in polite and proper ways with staff and other patients
4. To remain on the unit, unless going out with permission
5. To look after your personal appearance and belongings
6. To be legally responsible for your actions
7. To respect the rights and property of others
8. To protect the privacy of other patients
9. To keep common areas clean and safe
10. To socialize only in common areas
Discharge planning checklist

Things you need before you leave 4-EAST:

- Discharge prescription for medications
- Follow-up appointment with an out-patient doctor
  Date: ________________________________
- Information about blood tests and injections, if needed
- Information about the transition group, if applicable
  (Tuesdays, 3:00 p.m., conference room, 4-EAST)
- Belongings and valuables from the safe and your locker
- Address and phone number updated in your chart
- List of community resources

Choose ONE pharmacy to fill all your prescriptions
Community resources

Here are some useful resources:

AMI Quebec ................................................................. 514-486-1448
Up House ................................................................. 514-764-5599
Compeer Montreal ................................................. 514-489-1007
Forward House .................................................. 514-488-9119
Ometz ................................................................. 514-342-0000
Club Ami ................................................................. 514-342-8015

Online information and resources

Jewish General Hospital Patient Education Network Collection:
www.fondationdesmaladiesmentales.org
Mental illness: www.fondationdesmaladiesmentales.org
Substance abuse: www.camh.net
Suicide: www.suicideprevention.ca
Mood disorders: www.mooddisorderscanada.ca
Schizophrenia: www.schizophrenia.ca
General information: www.medlineplus.org

You may also ask for help at the Health Sciences Library, Pavilion A, room 200, to find information about your illness or treatment.

Department of Psychiatry
In-patient unit 4-EAST

Jewish General Hospital
3755 Côte-Ste-Catherine Road
Montreal, Quebec H3T 1E2
514-340-8222 ext. 5433
www.jgh.ca

Designed by 4-EAST staff, 2012