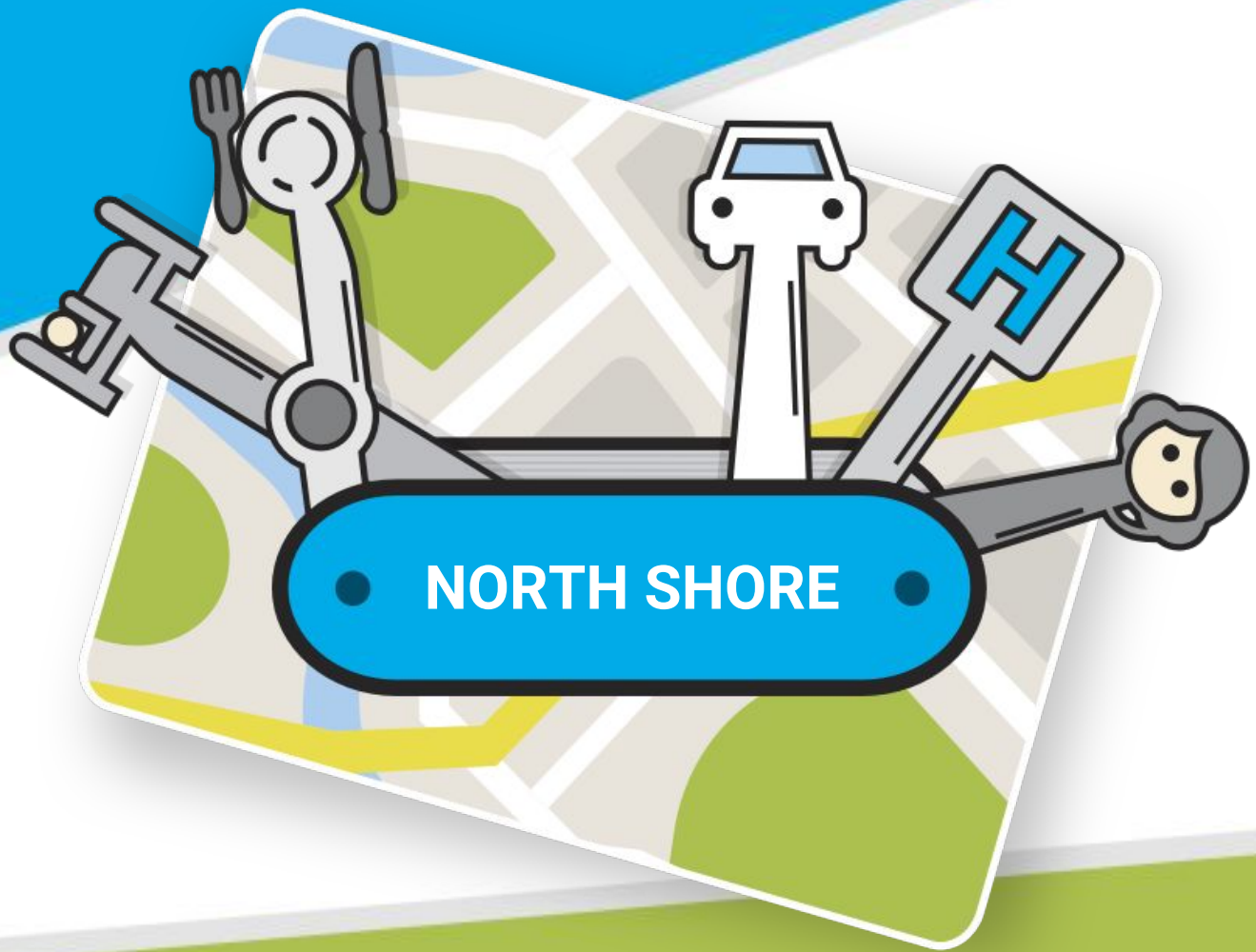


TRAVELLING FOR HEALTH? TOOLKIT



USEFUL INFORMATION FOR PEOPLE WHO
HAVE TO TRAVEL **OUT-OF-REGION** TO ACCESS
HEALTH SERVICES

The goal for this TOOLKIT is to provide English-speakers with helpful information when they must travel out-of-region for health services. A Steering Committee oversaw the development of this project with support from the Committee for Anglophone Social Action (CASA) and Jeffrey Hale Community Partners (JHCP).

The information provided focuses on services available locally, as well as services in places where patients may be sent for specialized services. The Project's Steering Committee judged that this information might be helpful to anyone needing to travel out-of-region and decided to offer the TOOLKIT in both English and French.

We hope you find this TOOLKIT useful!



The views expressed herein do not necessarily represent the views of Health Canada.

This initiative is funded by the CHSSN and Health Canada through the Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communitie

Table of contents

About Travel4Health	1
Mission	1
How this guide was developed	1
Preparing for your trip	2
What it means to travel outside your region for health	2
What to expect	2
Unexpected situations	3
Packing lists	3
Checklists	5
Bringing a support person	5
Leaving your home in good hands	6
Leaving from: North Shore	8
Transportation support	8
Support at home	9
Interpreter services	11
CLSC services	11
Anything else	12
Going to: North Shore (Sept-Îles & Baie-Comeau)	13
Sept-Îles Hospital	13
CISSS de la Côte-Nord	14
Baie-Comeau Hospital (Le Royer)	15
Chicoutimi Hospital	16
Quebec City	
Laval Hospital (IUCPQ)	19
Useful info about Laval Hospital	
Places to stay nearby	21
Laval Hospital (IUCPQ) map	23

CHUL Hospital	24
Useful info about CHUL Hospital	24
Places to stay nearby	25
CHUL Hospital map	27
Saint-François d'Assise Hospital	28
Useful info about Saint-François d'Assise Hospital	28
Places to stay nearby	29
Saint-François d'Assise Hospital map	30
Enfant-Jésus Hospital	31
Useful info about Enfant-Jésus Hospital	31
Places to stay nearby	32
Enfant-Jésus Hospital map	34
Hôtel-Dieu (Old Québec)	35
Useful info about Hôtel-Dieu (Old Québec)	35
Places to stay nearby	36
Hôtel-Dieu (Old Québec) map	38
Hôtel-Dieu (Lévis)	39
Useful info about Hôtel-Dieu (Lévis)	39
Places to stay nearby	39
Hôpital du Saint-Sacrement	40
Useful info about Hôpital du Saint-Sacrement	40
Hôpital du Saint-Sacrement map	41
Other support in Quebec City	42
Helpful Info	43

At the hospital	45
Interacting with healthcare staff	45
Being a patient	45
Being a support person	46
Before returning home	47
Talk to healthcare staff	47
Departure checklist	47
Costs and refunds	48
What costs to expect	48
Financial support from the government	48
Taking time off work	48

About Travel4Health

Mission

This Travel4Health information guide was created to provide useful information to English speakers from the Eastern regions of Quebec when they travel out-of-region for health services.

The information you find here will help you, and your loved ones, to prepare as best you can and to make the process as smooth as possible.

How this guide was developed

In 2014-15, two community-based organizations serving English-speaking communities in Quebec led a study to better understand the experience of English speakers from the eastern regions of Quebec who have to travel to larger urban centres for specialized health and social services. These organizations were the Committee for Anglophone Social Action (CASA) and Jeffery Hale Community Partners (JHCP).

Four other community-based organizations, in collaboration with their regional partners in health and social services, were involved in collecting data, disseminating the findings, and identifying and implementing actions to address the issues and support their English-speaking communities. These community organizations are: Council for Anglophone Magdalen Islanders (CAMI), Coasters Association, Heritage Lower Saint-Lawrence (HLSL) and North Shore Community Association (NSCA).

If you need help
understanding this or
printing, contact:

NORTH SHORE COMMUNITY ASSOCIATION
39 avenue Marquette, Local #314
Baie-Comeau, QC G4Z-2G9
Tel: 418-296-1545

This project was supported by the Community Health and Social Services Network and made possible through a financial contribution from Health Canada.



Preparing for your trip

Here are some important things to think about and organize before leaving for medical treatments outside your region. If you leave in an emergency or have little warning time, you may not be able to prepare very much. However, a friend or family member may be able to help you out with the following.

What it means to travel outside your region for health

When you or someone close to you needs to travel outside your region for health services, it can be very stressful. Just having to deal with medical tests or treatments can be difficult in itself. In addition, you may be going to a city or taking a plane for the first time. You may have out-of-pocket expenses that you had not planned for. You may be bringing a support person (escort) with you. And you may not speak French well enough to feel confident discussing medical information.

What to expect

Health care staff will facilitate your travel as well as your stay outside your region as best they can. Some health care personnel can speak English, but this is not the case for all health care staff. Here are some things you can do to help staff help you:

Remember, you are your own best advocate, so be sure to let people know what you need.

- Let the health care staff know if you do not understand what is being said.
- Ask to be spoken to in English if you do not understand.
- Ask for any documentation that is available in English. Sometimes documentation is available but is not readily at hand.

Unexpected situations

If you are coming in an emergency or only have short notice that you are leaving, you may not be able to prepare very much for travel. Here are some things you can do:

- Bring only essentials (see packing lists below)
- If a support person is going to visit, ask them to bring along things you may need.

If your trip turns out to be longer than expected:

- Your support person may have to go back home. Think about how you can get support from other people.
- You may need additional clothing, toiletries, money, or other things.

Packing lists

Hospital items

- Medical Insurance Card (RAMQ)
- Hospital card
- Transfer request form (from your doctor)
- Copy of your medical file
- Copy of your scans (radiography), if any
- Personal insurance certificate (example: BlueCross)
- A list of all the medications you take (or the pills in their original bottles)





Personal items

- ☐ Toothbrush and toothpaste
- ☐ Soap / deodorant
- ☐ Shampoo / Hair brush / Comb / Hair dryer
- ☐ Shaver / shaving cream
- ☐ Slippers (closed-toe with good grip)
- ☐ Pyjamas / Bathrobe
- ☐ Undergarments
- ☐ Glasses and case (if needed)
- ☐ Hearing aids and case (if needed)
- ☐ Change of clothes



Travel items

- ☐ Plane, train or bus ticket, if needed
- ☐ Passport or driver's license, if needed
- ☐ Debit card or another way to get cash
- ☐ Book, knitting, puzzles, needlework, or other things to do
- ☐ Paper, envelopes, address book, stamps
- ☐ Laptop, tablet, chargers
- ☐ Gravol (for travel and sleep)
- ☐ Earplugs, eye mask, pillow
- ☐ Laptop / tablet / chargers

Checklists

Important things to remember

- ☐ Ask your pharmacist for a print-out of your prescriptions
- ☐ Travel form signed by doctor (with date and time for each appointment)
- ☐ Keep all boarding passes / original receipts
- ☐ Plan your return trip (transportation) as early as possible

Important questions to ask

- ☐ Are written home-care instructions / pamphlets etc. available in English?
- ☐ Are volunteer services available to help with translating?
- ☐ What time is checkout (to know what to expect for your discharge)?
- ☐ What is the best exit to use (if you use a wheelchair or have limited mobility)?

Bringing a support person

Things to think about

Many people take a support person with them when they travel outside their region for health services. Here are some questions to think about:

- What is the best time for your support person to be with you?
- When will you need them most?
- If you have more than one person who could accompany you, think about having them take turns rather than coming at the same time.

- You may worry about being a bother. However, people who care about you may feel powerless in this situation and want to be with you, even if they cannot do very much.

Are you eligible for a paid escort?

Your doctor will be the one to decide if you qualify (and will specify this on your travel form if so). If you do qualify, the following will be paid for your escort / family companion:

- The cost of their public transport roundtrip ticket (if applicable, keep receipts!)
- OR, if flying, the cost of their roundtrip ticket (keep boarding pass / receipts!) (note that the escort must take the closest flight to the patient's shuttle / air ambulance)
- An additional \$20 per night for meals (max 1-2 nights).

Leaving your home in good hands

Here are some things you may want to do before you leave:

If no one else will be in your home

- Give a relative, friend or neighbour the keys to your home, in case of emergency.
- Ask that person to check in on your home from time to time. Have someone water your plants. Have someone pick up your mail.
- If you have pets, make arrangements for them while you are gone. You may want to turn down the heat in your absence.
- Empty the refrigerator of the more perishable foods. Take out any garbage or recycling.
- Make arrangements for snow clearing, lawn mowing or other yard work, if needed./

If someone will be house-sitting in your absence

- Leave them basic instructions for your home (where to find things, how appliances and electronics work, what to do in case of emergency, when to take out garbage, etc.).
 - Leave the contact information for someone who can make a decision in your absence.
-

LEAVING FROM

NORTH SHORE

Transportation support

Adapted transport Baie-Comeau

- ✓ Offers transportation with pick-up at your home
- 📍 1310, rue d'Anticosti Baie-Comeau (Québec) G5C 3R2
- 📞 418 589-1516
- 📞 418 589-1637
- ✉️ transport@ville.baie-comeau.qc.ca

Adapted transport Sept-Îles

- ✓ Offers transportation with pick-up at your home
- 📍 652, avenue De Quen, Sept-Iles (Quebec)
- 📞 (418) 962-7111
- ✉️ taxibus@globetrotter.net

An application must be completed to determine eligibility for this adapted transport service.

Travel out of /region

Transportation office at CISSS Sept-Îles

- 📞 418 962-9761 ext 2421

Transportation office at CISSS Baie-Comeau

 418 589-3701 ext 302371 or 1 877 484-3701 ext 302371

Taxis Unis Baie-Comeau Inc.

 181, boulevard la Salle Baie-Comeau, QC G4Z 1S7

 418 589-3333

Terminus Intercar in Baie-Comeau

 675, boulevard Laflèche, Baie-Comeau, QC G5C 1C4

 418 589-9298

 <https://intercar.ca/fr/horaire-et-trajets>

Terminus Intercar in Sept-Îles

 126, rue Monseigneur Blanche, Sept-Îles, Qc G4R 3G8

 418 962-2126

 <https://intercar.ca/fr/horaire-et-trajets>

Centre de Santé et de Services sociaux de Sept-Iles

Offers

- Financial assistance for members travelling for cancer treatments.




 45, rue Père Divet, Sept-Îles, QC G4R 3N7

 418 962-9761 ext 2407




 fondation.09siles@ssss.gouv.qc.ca

Support at home

Coopérative de solidarité Aspire-Tout

-  896, rue de Puyjalon, bureau 205, Baie-Comeau (Québec) G5C 1N1
-  418 589-2753
-  gpoussete@hotmail.com

Coopérative de solidarité d'aide domestique de la MRC des Sept-Rivières

-  404, rue Arnaud, Sept-Îles, (Québec) G4R 3A9
-  418 960-0620
-  coop7rivieres@globetrotter.net

Interpreter services

In Baie-Comeau

Many of the staff at Hôpital Le Royer can speak a language other than French. Don't hesitate to ask for an interpreter if you need it.

In Sept-Îles

Sharon Tardif-Shecanapish (418) 965-7621 is the customer service agent for English-speaking patients at the hospital in Sept-Iles. She speaks Innu, Naskapi and French as well.

CLSC services

CLSC Sept-Îles

 418 962-2572

Services

- Personal care regarding hygiene, eating , getting dressed, getting -up/going to bed
- Domestic help with housekeeping, preparing meals, laundry
- Nursing (injection, treatment supervision, dressings, blood sample -collection, etc.)
- Palliative care by a physician, nurse, psychologist, pastoral worker, respiratory therapy, physiotherapy;
- Occupational assessment (adapting the home to specific needs: grab bars, bath seat)
- Dietary services
- Items such as an adapted bed, wheelchair, walker, etc. may be loaned by your CLSC.

Parking

Users and visitors at Le Royer Hospital have access to paid parking. The entrance to the parking is done automatically by Épilobes street and you must obtain a token to activate the exit barrier. These tokens are available through the dispenser located at the main entrance of the hospital. The cost is \$ 6 per visit regardless of how long the parking is used. It is also possible to get a package if you have to use the parking lot several times a day for a long time.

CLSC Baie-Comeau

 418 962-2572

Anything else

City of Baie-Comeau

 19, avenue Marquette, Baie-Comeau (Québec) G4Z 1K5

 418 296-4931

City of Sept-Îles

 549, avenue De Quen, Sept-Îles (Québec) G4R 2R4

 418 962-2525

GOING TO

NORTH SHORE (SEPT-ÎLES & BAIE-COMEAU)

Sept-Îles Hospital

 45, rue du Père-Divet Sept-Îles (Québec) G4R 3N7

 1 418 962-9761

Parking

There are 2 parking lots. Access via avenue Franquelin between Père-Divet and Régault. Cost is \$4 no matter how long. Payment is made with tokens available near the main doors. Parking is also allowed on the streets in some areas (check signs)


Taxis

RADIO CARILLON TAXI INC

 462, Ave Brochu Sept-Iles, QC G4R 2W8

 (418) 962-9444 or (418) 962-2222

VILLE DE SEPT-ILES

 546 Avenue de Quen, Sept-Îles, QC G4R 2R4




 (418) 962-2525

Volunteers at the Sept-Îles Hospital

Volunteers offer complementary services such as hairdressing, reading, walking, activities, socializing and spiritual counselling.

Places to stay nearby

Maison Richelieu

-  465, avenue Franquelin, Sept-Îles (Québec) G4R 2L9
-  418 962-2720 ext. 2501
-  Price of room \$40 per day

\$ = \$10-25 range

\$\$ = \$30-50 range

\$\$\$ = \$60+

Interpreter services





In Baie-Comeau

Many of the staff at Hôpital Le Royer can speak a language other than French. Don't hesitate to ask for an interpreter if you need it.

In Sept-Îles

Sharon Tardif-Shecanapish (418) 965-7621 is the customer service agent for English-speaking patients at the hospital in Sept-Iles. She speaks Innu, Naskapi and French as well.

CISSS de la Côte-Nord

-  835, boulevard Jolliet, Baie-Comeau (Québec) G5C 1P5
-  418 589-9845 or 1 800 463-5142 (Toll free)
-  1 800 463-5142
-  www.cisss-cotenord.gouv.qc.ca

Baie-Comeau Hospital (Le Royer)

 635, boulevard Jolliet, Baie-Comeau (Québec) G5C 1P1

 418 589-3701

Volunteers at the Baie-Comeau Hospital

Volunteers provide support to users and residents. They organize special celebrations and different activities, for example during the holiday season.

Pastoral care

Pastoral care services are available at the hospital and at the long-term care facility. There is also a place for prayer or quiet time.

If you wish to make a donation to improve health care services in the region (Hôpital Le Royer, CLSCs in the region and the N.-A.-Labrie and Boisvert long term care facilities) contact:

FONDATION DE LA SANTÉ ET DES SERVICES SOCIAUX DE MANICOUAGAN

 635 boulevard Jolliet, Baie-Comeau (Qc) G5C 1P1

 418 589-3701 poste 302292

 fondation.ssss@sss.gouv.qc

Make a donation

If you wish to make a donation to improve health care services in the region (Hôpital Le Royer, CLSCs in the region and the N.-A.-Labrie and Boisvert long term care facilities) contact the Fondation de la santé et des services sociaux de Manicouagan (contact info above).

GOING TO

CHICOUTIMI


Chicoutimi Hospital

 305 Rue St Vallier, Chicoutimi, QC G7H 5H6

 418 541-1000


 csss-chicoutimi.qc.ca

Booking your appointment

 Hôpital de Chicoutimi Ground floor, Aile D Outpatient clinic and appointment centre

 418 541-1030 or 1-877-541-1030

Hours


 In person: Monday to Friday 8 AM-4 PM
By telephone: Monday to Friday 8:30-12 PM, 1 PM-4 PM

Admission

When you arrive at the hospital you will need:

- Your medical (RAMQ) card
- Your hospital card
- Your personal insurance card, if you have one
- A list of all the medications you take (or the pills in their original bottles)

Cafeteria

-  Weekdays: 7 AM-7 PM
Weekends and holidays: 9:30 AM-7 PM

At other times food is available from distributor machines in the cafeteria


Automatic teller (bank machine)

-  Caisse Desjardins , 1st floor, near the cafeteria (aile C).

Parking



0-15 minutes : free
 16-60 minutes : \$4
 61-120 minutes : \$6
 2-3 hours : \$7
 3-4 hours : \$8
 4 hours or more : \$9
 Full day : \$9
 Week : \$35
 Month : \$65

Post office

-  Can be found on the ground floor near the main entrance (aile C)

Boutique la Marinière

Operated by volunteers. Offers newspapers, magazines, flowers and gifts.

-  Located on the ground floor near the elevator at the main entrance (aile D).
-  8 AM-9 PM, except in the summer when hours are from 8 AM-2 PM

Pastoral care

*Note that this service may not be available in English.



418 541-1000

Places to stay nearby

Hôtellerie Desjardins



418 541-1000 ext. 2501



Monday to Thursday: 8 AM-9:30 PM

Friday: 8 AM-2:30 PM

\$ = \$10-25 range

\$\$ = \$30-50 range

\$\$\$ = \$60+

Offers

- 20 beds and 6 cots are available overall, in 11 private rooms and 4 semi-private rooms
- Sink and laundry services
- Telephone in each room
- Shared bathrooms and showers at each end
- Large sitting room with beautiful view
- Kitchenette
- Massage therapy services

GOING TO

QUÉBEC CITY


Laval Hospital (IUCPQ)

 2725 chemin Ste-Foy, Québec (Qc)

 1-418-656-8711

 www.iucpq.qc.ca

Booking your appointment

 Have your hospital card and medical (RAMQ) card nearby

 1-418-656-4827

1-418-656-4512 for scans (radiography/MRIs etc.)

 8 AM-12 PM and 1 PM-4 PM




Parking fees

- Maximum per day: \$14
- 3 Days (in a row): \$33
- 1 Week (7 days): \$52.50
- 3 Days (in a row): \$33




Cellphones

- Must be turned off at all times (to avoid interference with medical equipment)




Post office

-  Can be found at the main entrance of the Central Pavilion (Floor 00)
-  Weekdays from 8:30 AM - 12:30 PM and 1:30pm - 3:45 PM
-  418 656-8711, ext. 4799



Chapel

-  Located in the Central Pavilion (Floor 00)
-  Open at all times
-  418 656-8711, ext. 4799




Dépanneur “La Coccinelle” (Ladybug / boutique)

-  Located at the Laval Pavilion Carrefour
-  Various items for sale
-  Weekdays from 7:30 AM – 4 PM




Other services (at your expense)

-  Hairdresser / barber
-  Foot Care



Cancer Liaison Nurse

-  Ask for the cancer liaison nurse (infirmière pivot en oncologie)
-  Offers information and support / can help organize the services you receive and refer you to useful services / coordination
-  1-418-656-8711 (hold the line to speak to receptionist)

To make a complaint






-  2725 chemin Sainte-Foy, Office Y8145, Québec (Qc) G1V 4G5
-  1-418-656-4945
-  iucpq.gestion.plaintes@ssss.gouv.qc.ca

Internet access

-  Internet is available at the library of the Marguerite-d'Youville Pavilion
-  Ask your doctor before planning a visit to the library

Places to stay nearby

Hôtellerie Marguerite d'Youville Pavilion

-  2725 chemin Ste-Foy, Quebec (Qc)
(5th floor of Marguerite d'Youville Pavilion)
-  Connected to hospital via tunnel
-  1-418-656-8711 ext 2747
-  fondation-iucpq.org/hotellerie
-  \$\$

\$ = \$10-25 range

\$\$ = \$30-50 range

\$\$\$ = \$60+







Includes

- Fridge (but no meal service, use hospital's services)





Criteria

Available to anyone travelling to Quebec for health services for themselves or as a support person (no medical services provided at the Hôtellerie).

Laval University Residences Services

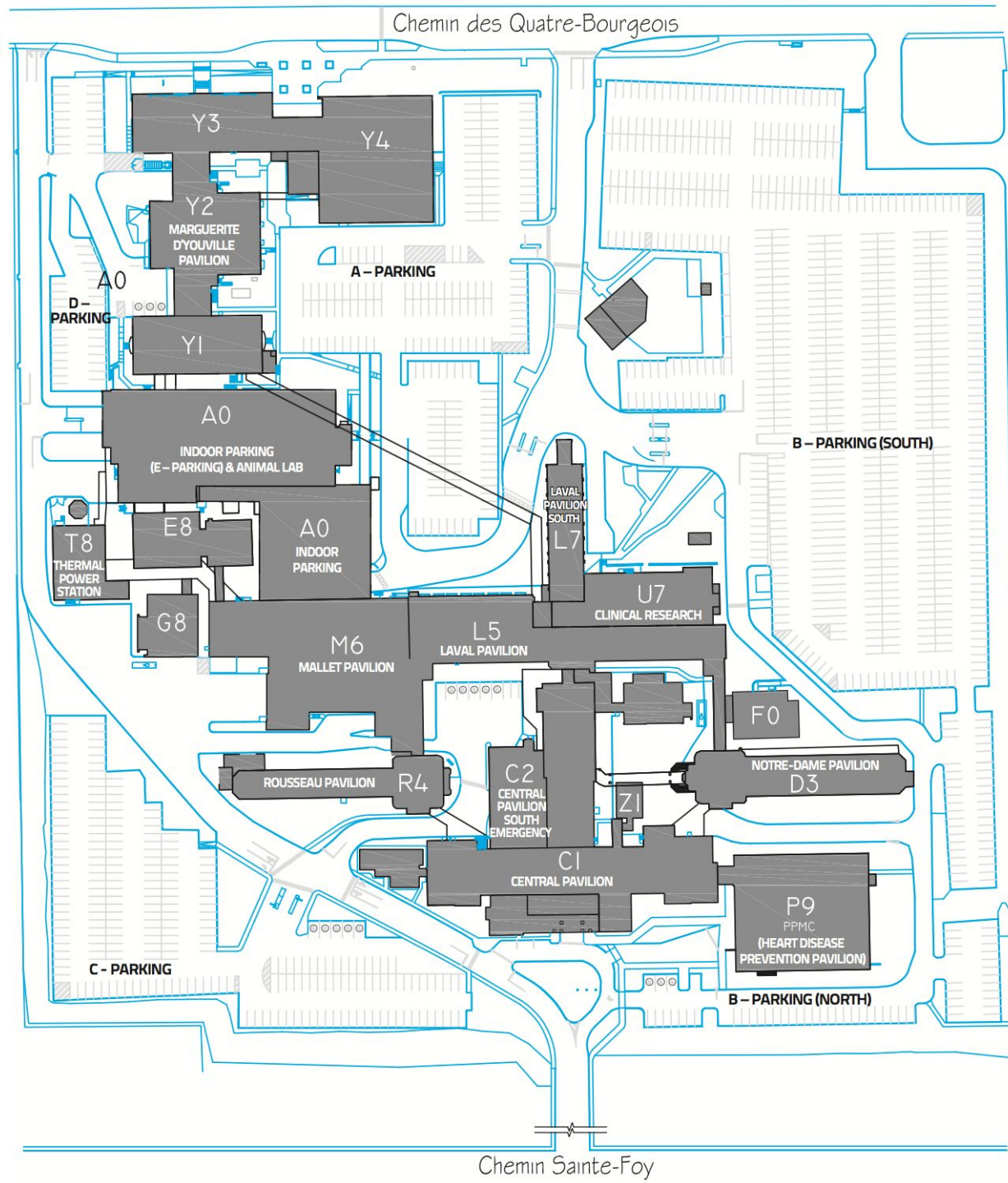
-  2255 rue de l'Université, Québec (Qc) (Room #1604)
-  10 minute drive from Laval Hospital (3 k/m)
-  1-418-656-7777, ext. 12761
-  Rooms available year-round
-  Wheelchair accessible rooms available
-  \$ to \$\$ (depending on length of stay i.e. longer stays are cheaper per day)

Ms. Francine Labrie

-  950 rue Courchesne, Québec (Qc)
-  15 minute walk from Laval Hospital (approx. 1 km)
-  1-418-656-9641
-  \$ \$



Laval Hospital (IUCPQ) Map



CHUL Hospital

 2705 boulevard Laurier, Québec (Qc)

 1-418-525-4444

 www.chuq.qc.ca

Booking your appointment

 1-418 651-2485

 Have your hospital card, medical (RAMQ) card and medical prescription nearby

Parking fees

- Maximum per day: \$16
- 1 Week (7 days): \$60
- 1 Month: \$110
- 10 tickets: 100\$


Cellphones

- PERMITTED, but some exceptions may apply

Cafeteria

 2705 boulevard Laurier, local RC-306





 Daily menu and meal from the à-la-carte menu

 Lunch: from 11 AM-2:15 PM
Dinner: 4:30 PM-7 PM
Snacks: 24/7

Post office

Mailbox outside the hospital.

Dépanneur / boutique

-  Located downstairs in the main hallway (A wing) of the Pavilion
-  Various items for sale
-  Weekdays: 8:30 AM-8 PM
Weekend: 12 AM-4 PM
-  418 525-4444, ext. 47883

Phone calls






To make a local call, dial 9 before the number you wish to call.

To make a long distance call, dial 0 before the number you wish to call.

If someone wants to reach you at the hospital, get them to dial 1-418-525-4444 followed by your room number.

Places to stay nearby

Ronald McDonald House

-  2747 boulevard Laurier, Québec (Qc)
-  2 minute walk from CHUL (200 m)
-  1-418-651-1771
-  Open daily 9:00 AM– 6:00 PM
-  \$

\$ = \$10-25 range

\$\$ = \$30-50 range

\$\$\$ = \$60+





Criteria

Family of child (18 years or younger) needing medical services in Quebec City

Note

Reservations no earlier than 24h before arrival

Au Gîte Denise Boulianne

-  1243 ave. Jean-de-Quen, Québec (Qc)
 -  2 minutes walk from CHUL (200 m)
 -  1-418-653-9094
 -  \$\$ (flexible according to number of people / length of stay)
-





	Aile	Niveau
A ccueil obstétrical	A	2
Audiologie	B	RC
B loc obstétrical	A	2
Bloc opératoire	B	2
C ardiologie adulte	G	RC
Cardiologie et unité coronarienne	C	1
Cardiologie 0-17 ans	C	1
Cardiologie pédiatrique	A	1
Centre de jour pour diabétique	P	2
Centre de traitement de la douleur	F	3
Chirurgie	E	2
Chirurgie d'un jour	F	2
Clinique d'hypertension	G	1
Clinique de périnatalité	C	SS
Clinique externe psychiatrique CIUSSS	A	2
Consultations externes adultes	P	SS
Consultations externes pédiatriques	A	1
D ermatologie	P	SS
É chographie	C	2
Échographie cardiaque	G	RC
Échographie obstétricale	A	2
Échographie spécialisée	C	2
Électroencéphalographie	A	1
Endocrinologie adulte	B	SS
Endocrinologie pédiatrique	A	1
Ergothérapie	G	RC
Ergothérapie pédiatrique	R	1
F ilmothèque	D	2

	Aile	Niveau
G astroentérologie	K	RC
Grossesses à risques élevés (GARE)	A	2
Gynécologie	P	SS
Gynécologie (infertilité)	P	SS
H ématologie-oncologie 0-17 ans	A	1
Hématologie-oncologie ambulatoire	A	1
Hématologie-oncologie pédiatrique	A	1
Hôpital de jour gériatrique CIUSSS	N	SS
I lots parents-enfants - chambre unique de séjour et secteur post-natal	A	2
Immuno-allergie	P	SS
Infectiologie adulte	B	RC
Infectiologie pédiatrique	A	1
Inhalothérapie	D	3
M aladies lipidiques	C	SS
Médecine	E	1
Médecine 0-3 ans	A	1
Médecine 4-17 ans	A	1
Médecine et soins palliatifs	E	4
Médecine dentaire	O	RC
Médecine génétique	B	RC
Médecine interne	B	RC
Médecine nucléaire	C	SS
N éphrologie	P	SS
Neurologie pédiatrique	A	1
Nutrition clinique	D	3
O phthalmologie pédiatrique	C	RC
Orthopédie	P	SS
Orthophonie	C	RC
Orthophonie externe	P	SS
Ostéodensitométrie	C	2
Oto-rhino-laryngologie	B	RC

	Aile	Niveau
P édopsychiatrie CIUSSS	O	RC
Périnatalité	A	2
Planification des naissances	C	1
Physiothérapie	G	RC
Physiothérapie pédiatrique	R	1
Physiologie respiratoire	P	SS
Prélèvements	P	SS
Psychiatrie CIUSSS	F	4
R adiologie	C	2
Résonance magnétique	E	SS
Rhumatologie	P	SS
S ervice de neuro-cardio externe	A	1
Service social	D	1
Soins ambulatoires	F	1
Soins chirurgicaux 0-17 ans	A	1
Soins intensifs	D	3
Soins intensifs et intermédiaires néonataux	A	2
Soins intensifs et intermédiaires pédiatriques	A	1
U nité de courte durée gériatrique (UCDG) et soins prolongés CIUSSS	N	RC
Unité de traitement bref CIUSSS	E	3
U RGENCE	A	RC
Urgence psychiatrique CIUSSS	A	0
Urologie pédiatrique	A	1
Urologie	P	SS

Services

	Aile	Niveau
A dmission	A	RC
Amphithéâtre Fisher	T	RC
Archives médicales	K	SS
B énévoles	O	RC
Bibliothèque	H	RC
Boutique ABC	A	RC
C afétéria	E	RC
Commissaire locale aux plaintes	D	5
G uichet automatique	A	RC
L ieu de recueillement	R	1
K iosque de la Fondation du CHU de Québec	A	RC
P erception (comptes clients)	A	RC
Pharmacie Uniprix	A	RC
Photographie médicale	H	SS
R essources humaines	J	RC
S écurité	A	RC
Service à la clientèle	D	5

Légende

CIUSSS : Centre intégré universitaire de santé et de services sociaux

 : Ascenseurs

Saint-François d'Assise Hospital

 10, rue de l'Espinay (Québec, Qc)

 1-418-525-4444

 www.chuq.qc.ca

Booking your appointment

 1-418 525-4306


 Have your hospital card, medical (RAMQ) card and medical prescription nearby

Parking fees

- Maximum per day: \$16
- 1 Week (7 days): \$60
- 1 Month: \$110
- 10 tickets: \$100

Cafeteria





 10, rue de l'Espinay Street, local A0-322

 Lunch: 11 AM-2 PM
Dinner: 4:45 PM-7:30 PM
Snacks: 1 AM-9:30 PM

Phone calls





To make a local call, dial 9 before the number you wish to call. To make a long distance call, dial 0 before the number you wish to call. If someone wants to reach you at the hospital, get them to dial 1-418-525-4444 followed by your room number.

Dépanneur / boutique

-  Near hospital's main entrance on Espinay street
-  Various items for sale
-  Weekdays: 7 AM-4:30 PM
Weekend: 9 AM-4:30 PM
-  418 525-4444, ext. 52359

Places to stay nearby

Béthanie House (Hélène Doyon & Aline Cloutier)







-  2564 avenue Langlois, Québec (Qc)
-  10 minute drive from hospital (7 km)
-  1-418-525-5357
-  Includes breakfast

\$ = \$10-25 range

\$\$ = \$30-50 range

\$\$\$ = \$60+

Ms. Ginette Sirois

-  20 rue des Chênes Est, Québec (Qc)
-  15 minute walk from hospital (1.5 km)
-  1-418-628-1018
-  Includes tv / fridge / internet / breakfast / transportation
-  Lunch and supper offered for \$7 per meal
-  \$\$

Hôpital Saint-François d'Assise 10, rue de l'Espinay, Québec (Québec) G1L 3L5



Services

	Aile	Niveau
A dmission	A	1
Archives médicales	C	1
Auditorium Roger-Brault	A	RC
B énévoles	C	RC
Bibliothèque	B	SS
Boutique Cadeaux	A	1
C afétéria	A	RC
Commissaire locale aux plaintes	B	1
F ondation du CHU de Québec	E	1
G uichet automatique	A	1
L ieu de recueillement	A	RC
P erception (comptes clients)	B	1
Pharmacie Uniprix	A	1
Photographie médicale	C	4
R essources humaines	B	RC
S écurité	B	1
Service à la clientèle	B	1

Légende

CIUSSS : Centre intégré universitaire de santé et de services sociaux

Saint-Jean-Eudes : Centre d'hébergement Saint-Jean-Eudes

: Ascenseurs

	Aile	Niveau
A ctivité de vie Saint-Jean-Eudes	D	1
Allergie respiratoire	A	1
Audiologie	A	1
B loc opératoire	A	3
C ardiologie et soins progressifs et coronariens	A	5
Chirurgie	A	6
Chirurgie d'un jour	A	1
Chirurgie et gynécologie	A	6
Chirurgie vasculaire et laboratoire d'exploration vasculaire	B	3
Clinique du diabète	C	4
Clinique préopératoire	B	3
Consultations externes	A	1
D ermatologie	A	1
É chographie	A	1
Échographie cardiaque	A	1
Échographie obstétricale	A	4
Électroencéphalographie	A	1
Ergothérapie	A	1
F ilmothèque	A	1
G astroentérologie (endoscopie)	A	1
Gynécologie (coloscopie)	A	1
Gynécologie (ménopause)	D	1
Î lots parents-enfants – Accueil	A	4
Îlots parents-enfants	B	4
Imagerie médicale	C	4
Infectiologie	A	2

	Aile	Niveau
M aladies lipidiques	A	1
Médecine	B	5
Médecine nucléaire	A	1
Médecine vasculaire	B	3
N eurologie	A	1
O ртопédie	A	1
Orthophonie	A	1
Oto-rhino-laryngologie	A	1
P hysiologie respiratoire	B	2
Physiothérapie	A	1
Planification des naissances	A	1
Pneumologie	B	2
Prélèvements	A	1
R adiologie	A	1
Résonance magnétique	A	RC
Rhumatologie	A	1
S ervice social	B	2
Soins ambulatoires	A	5
Soins intensifs	A	5
Soins palliatifs	B	8
Stomathérapie	A	6
U nité de courte durée gériatrique (UCDG) CIUSSS	B	7
Unité de médecine familiale	C	2
Unité de soins de longue durée Saint-Jean-Eudes	D	2 à 5
U rgence	U	1
Urologie	A	1

Enfant-Jésus Hospital

 1401, 18e rue (Quebec, Qc)

 1-418 649-0252

 www.cha.quebec.qc.ca

Booking your appointment

 1-418 649-5560

 Have your hospital card, medical (RAMQ) card and medical prescription nearby


Parking fees

- Maximum per day: \$16
- 1 Week (7 days): \$60
- 1 Month: \$110
- 10 tickets: \$100

Cafeteria

 1401, 18e rue, local I-108





 Daily menu and meal from the à-la-carte menu

 Lunch: weekdays 11 AM-2 PM, weekend & holidays 11 AM-1:30 PM
Dinner: 4:45 PM-6:45 PM
Snacks: 24/7

Phone calls





To make a local call, dial 9 before the number you wish to call. To make a long distance call, dial 0 before the number you wish to call. If someone wants to reach you at the hospital, get them to dial 1-418-525-4444 followed by your room number.

Dépanneur / boutique

-  Near main entrance, turn left
 -  Various items for sale
 -  Weekdays: 10 AM-4 PM and 6:30 PM-8:30 PM
Weekend: 11:30 AM-3:30 PM and 6:30 PM-8:30 PM
 -  418 649-5820
-

Places to stay nearby

Dominican Sisters (Les Soeurs Dominicaines)





-  1995 avenue de la Ronde, Québec (Qc)
-  5 minute walk from hospital (1/2 km)
-  1-418-523-3043
-  \$

\$ = \$10-25 range






\$\$ = \$30-50 range

\$\$\$ = \$60+

Mrs. Émilienne Ferland

-  2210 avenue de Vitré, Québec (Qc)
-  5 minute walk from hospital (1/2 km)
-  1-418-649-0504
-  \$\$

Mr. Richard Laforge

-  1865 boulevard Henri-Bourassa, Québec (Qc)
 -  2 minute walk from hospital (less than a 1/2 km) / located on 2nd story, 14 stairs to climb
 -  1-418-524-6763 or 1-418-262-9897
 -  Includes airport pick-up / transportation to appointments / errands if willing to pay gas
 -  \$\$
-



Hôpital de l'Enfant-Jésus 1401, 18^e Rue, Québec (Québec) G1J 1Z4



	Aile	Niveau
A udiologie	P	1
B loc opératoire	J	2
C ardiologie	B	4
	E	4
Chirurgie d'un jour	J	1
Chirurgie générale	A	3
Chirurgie orthopédique	A	2
Clinique de la mémoire	D	2
Clinique d'épilepsie	D	2
Clinique externe d'orthopédie	J	RC
Clinique préopératoire	J	2
Cliniques externes	J	1
Cliniques externes spécialisées	J	SS
Clinique externe psychiatrique CIUSSS	D	3
D ermatologie	J	1
É lectrophysiologie médicale	J	1
Ergothérapie	P	1
G astroentérologie	J	RC
Greffe de moelle osseuse	E	3
H ématologie	E	3
Hématologie-oncologie	B	3

	Aile	Niveau
M édecine et soins palliatifs	E	2
Médecine chirurgie	C	2
Médecine interne	B	5
	E	5
Médecine nucléaire	J	SS
N utrition clinique	D	2
O rthophonie	P	1
P hysiothérapie	P	1
Physiothérapie	P	1
Pneumologie et inhalothérapie	D	1
	N	1
Prélèvements	A	1
Psychiatrie ambulatoire CIUSSS	D	3
Psychogériatrie CIUSSS	E	1
R adiologie	B	1
	E	1
Radiologie de l'urgence	J	RC
Réadaptation	P	1
Résonance magnétique 1 et 2	M	1
S ciences neurologiques	P	3
Service social	D	6
Soins intensifs	P	2
Soins intensifs coronariens	B	4
	E	4
Soins intermédiaires neurologiques	C	3
Soins psychiatriques CIUSSS	D	4, 5


	Aile	Niveau
T omodensitométrie 1	J	1
Tomodensitométrie 2	M	1
Traumatologie	P	2
U nité de courte durée gériatrique (UCDG) CIUSSS	A	4
	C	4
Unité dédiée	C	5
Unité des grands brûlés	P	4
U RGENCE	J	RC
Urgence psychiatrique CIUSSS	J	RC

Services

	Aile	Niveau
A dmission	P	RC
Archives médicales	S	RC
Photographie médicale	N	1
Auditorium Irma-LeVasseur	E	1
B ibliothèque médicale	I	3
Bureau des comptes	J	RC
C afétéria	I	1
Commissaire locale aux plaintes	P	RC
G uichet automatique	P	RC
J ardin du 75 ^e	S	2
K iosque de la Fondation du CHU de Québec	S	RC
L ieu de recueillement	S	2
R essources humaines	H	1
S alle Geneviève-Lamarre	H	RC
Salon des familles du bloc opératoire	B	2
Sécurité	P	RC

Légende

CIUSSS : Centre intégré universitaire de santé et de services sociaux

 : Ascenseurs

Hôtel-Dieu (Old Québec)

 11 Côte du Palais (Québec, Qc)

 1-418-525-4444

 www.chuq.qc.ca

Booking your appointment

 1-418 691-5047

 Have your hospital card, medical (RAMQ) card and medical prescription nearby


Parking fees

- Maximum per day: \$16
- 1 Week (7 days): \$60
- 1 Month: \$110
- 10 tickets: \$100

Cafeteria

 11, côte du Palais, local 0511

 Daily menu and meal from the à-la-carte menu

 Lunch: weekdays 11 AM-1:45 PM, weekend & holidays 11 AM-1:15 PM
Dinner: 4:30 PM-7 PM
Snacks: 1 AM-9:30 PM

Phone calls

To make a local call, dial 9 before the number you wish to call. To make a long distance call, dial 0 before the number you wish to call. If someone wants to reach you at the hospital, get them to dial 1-418-525-4444 followed by your room number.







Places to stay nearby

\$ = \$10-25 range






\$\$ = \$30-50 range

\$\$\$ = \$60+







Hôtellerie Carlton-Auger Pavilion

-  1 rue de l'Hôtel-Dieu, Québec (Qc)
-  2 minute walk (less than ½ km)
-  1-418-691-5242
-  Includes 3 meals per day / 2 people per room
-  \$
-  Priority given to patients with cancer treatment or dialysis

Mère-Mallet House (Sœurs de la charité)


-  945 rue des Sœurs-de-la-Charité, Québec (Qc)
-  6 minute walk from Hôtel-Dieu (approx. 1/2 km)
-  1-418-692-1762
-  Lunch and supper available for \$5 per meal / no available parking
-  \$


Saint-Olivier House (Maison Saint-Olivier)

-  771 rue Saint-Olivier, Québec (Qc) (9 stairs to climb)
-  10-15 minute walk from Hôtel-Dieu (approx. 1 km)
-  1-418-648-9379
-  Includes kitchenette for cooking your own meals / 1 double bed
-  No parking available
-  \$\$

The Augustinian Monastery (Monastère des Augustines)

 77 rue des Remparts, Québec (Qc)

 2 minute walk (less than ½ km)

 1-844-694-1639 (toll free)

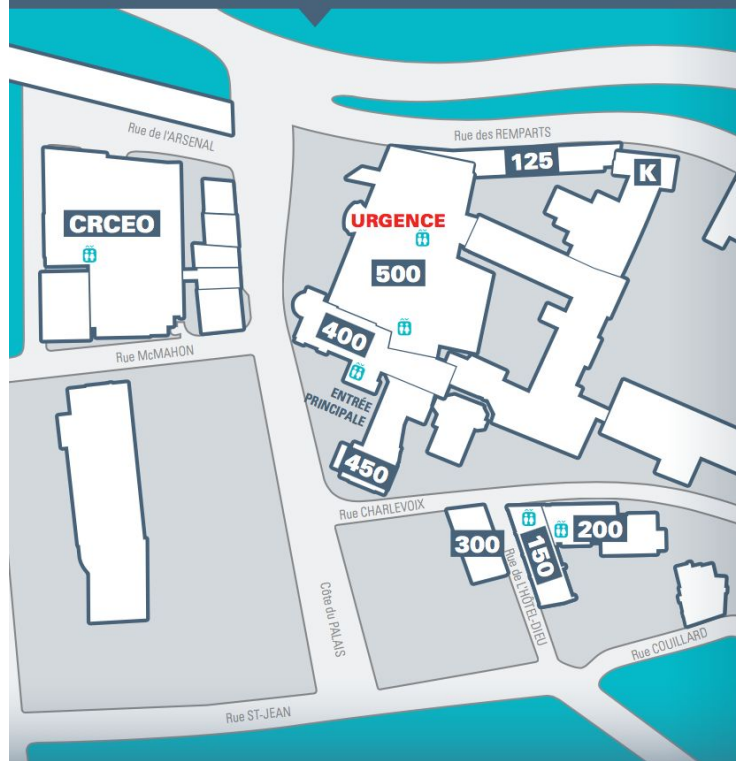
 \$\$

Note

Provides low-cost accommodation for people accompanying relatives or friends who have medical treatments that require being hospitalized in Quebec City / maximum 14 night stay



L'Hôtel-Dieu de Québec 11, côte du Palais, Québec (Québec) G1R 2J6



	Aile	Niveau
A udiologie	500	1
Allergie	500	1
B loc opératoire	500	3
C ardiologie	500	1
Centre de dialyse Yves-Warren ..	500	5
Centre d'information sur le cancer	CRCEO	SS
Chirurgie	500	10
Chirurgie d'un jour	500	3
Clinique d'oncologie chirurgicale (COC)	CRCEO	1
Clinique PREvoir	400	5
Consultations externes	500	1
Curiothérapie	500	13
D ermatologie	500	1
Dialyse à domicile	400	5
É chographie	500	2
Échographie cardiaque	400	2
Électroencéphalographie	400	7
Électrophysiologie médicale	400	2
Endocrinologie	500	1
Ergothérapie	500	12
F ilmothèque	500	2
G astroentérologie	450	7
Grefe de moelle osseuse	500	8
Grefe rénale	400	7
Gynéco-oncologie	500	9
Gynécologie	500	1

	Aile	Niveau
H ématologie	500	8
Hémodialyse semi-autonome	400	5
Hémodialyse traditionnelle	500	5
Hémodynamie	400	2
Hématologie-oncologie	CRCEO	2
Hôtellerie	150-200	2
I magerie médicale	500	2
Infectiologie	500	1
Inhalothérapie	400	1
M aladies lipidiques	500	1
Médecine	500	13
Médecine dentaire	150-200	6
Médecine nucléaire	500	2
Multi-clientèles	400	4
N éphrologie	500	1
Neurologie	450	7
O to-rhino-laryngologie (ORL) Unité	500	9
Rendez-vous	500	1
Orthopédie	500	1
Orthophonie	500	1
P athologie	CRCEO	3
Physiologie respiratoire	400	1
Physiothérapie	500	12
Prélèvements	500	1
Psycho-oncologie	CRCEO	1

	Aile	Niveau
R adiologie	500	2
Radiothérapie	500	11
Radio-oncologie	150-200	RC
Résonance magnétique	500	2
Rhumatologie	500	1
S ervice social	150-200	5
Soins ambulatoires	500	6
Soins coronariens	450	2
Soins intensifs	500	4
Soins palliatifs	400	4
U rgence	500	RC
Urologie	500	1

Services

	Aile	Niveau
A dmission	500	1
Archives médicales	450	1
B énévoles	CRCEO	SS
Bibliothèque	500	4
Boutique À la Duchesse d'Aiguillon	400	1
C afétéria	500	RC
Commissaire locale aux plaintes	450	1
G uichet automatique	400	RC
K iosque de la Fondation du CHU de Québec	400	RC
L ieu de recueillement	400	1
P erception (comptes clients)	500	1
Pharmacie Uniprix	400	1
Photographie médicale	500	12
R essources humaines	300	1
S écurité	400	RC
Service à la clientèle	450	1

Légende

150-200	: Édifice Carleton-Auger I Radio-oncologie
300	: Édifice Collins I Bureaux administratifs
400	: Édifice Richelieu
450	: Édifice Précieux sang
500	: Édifice d'Aiguillon
CRCEO	: Centre de recherche clinique et évaluative en oncologie
CIUSSS	: Centre intégré universitaire de santé et de services sociaux
ii	: Ascenseurs



Hôtel-Dieu (Lévis)

 143 rue Wolfe (Lévis, Qc)

 1-418-835-7121

 www.sante.gouv.qc.ca

Booking your appointment

 1- 418 835-7150

 Have your hospital card, medical (RAMQ) card and medical prescription nearby

Parking fees

Yes.

Places to stay nearby

Pie-X Residence

 106 rue Jean-XXIII, Québec (Qc)

 5 minute walk from Hôtel-Dieu (less than ½ km)

 1-418-837-3056

 Includes sheets / parking / large shared kitchen

 \$

Hôpital du Saint-Sacrement

 1050 chemin Ste-Foy, Ville de Québec, QC G1S 4L8

 418 682-7511

 www.chudequebec.ca



Hôpital du Saint-Sacrement 1050, chemin Sainte-Foy, Québec (Québec) G1S 4L8



	Aile	Niveau
Unité de jour en évaluation gériatrique (UJEG) CIUSSS	A	2
	B	2
Unité de réadaptation fonctionnelle intensive (URFI) CIUSSS	A	2, 5
	D	5
URGENCE majeure	U	RC
URGENCE mineure	A	RC
	U	RC
Urgence-observation	A	RC
Urgence psychiatrique CIUSSS	B	RC

Services

	Aile	Niveau
A admission	A	1
Archives médicales	G	S1, S2
	O	SS, S1
Bénévoles	E	1
Bibliothèque médicale	E	1
Bureau des comptes	E	1
Cafétéria	G	RC
Casse-croûte Excelso	F	RC
Commissaire aux plaintes	E	1
Fondation des pompiers	K	2
Kiosque de la Fondation du CHU de Québec	E	1
Lieux de recueillage	A	2
Photographie médicale	G	1
Ressources humaines	L	1
Salle Sanofi-Aventis (LO-19)	L	RC
Sécurité	E	1

Légende

CIUSSS : Centre intégré universitaire de santé et de services sociaux


: Ascenseurs

	Aile	Niveau
Bloc opératoire	A	6
Centre d'enseignement aux asthmatiques	A	4
Centre de coordination des services régionaux (CCSR)	K	2
Centre des maladies du sein (CMS)	H	3
	K	3
	L	3
CMS Salle de traitement	L	4
Centre d'excellence sur le vieillissement de Québec (CEVQ) CIUSSS	L	2
Centre universitaire d'ophtalmologie (CUO)	D	1, 2
CUO - Bloc opératoire ophtalmique	D	6
CUO - Clinique préopératoire	A	1
CUO - Clinique d'injection	A	1
	C	1
Chirurgie d'un jour	A	4
Clinique externe	B	1
Clinique externe psychiatrique CIUSSS	H	RC
	L	RC
	U	RC
Dermatologie	A	1
	B	1
Échographie	O	1
Électrophysiologie médicale	A	3
	C	3
Étude sur la santé cardiovasculaire	K	RC

	Aile	Niveau
Gastroentérologie	D	RC
Imagerie médicale	M	1
Médecine de jour	A	3
Médecine familiale	P	1 à 3
Médecine nucléaire	M	RC
Nutrition clinique	C	2
Orthopédie	A	1
Orthophonie	C	2
Oto-rhino-laryngologie (ORL)	D	3
Pneumologie-inhalothérapie	A	4
Prélèvements	E	1
Psychiatrie CIUSSS	D	7, 8
Radiologie	A	RC
Résonance magnétique	O	RC
Service social	C	2
Soins intensifs intermédiaires	D	4
TACO	M	RC

Other support in Québec City

Coordinator / Anglican Reverend

 1-418-692-1934 (with as much notice as possible)

Criteria

Available to all (regardless of denomination)

Includes

- Airport pick-up
- Drive to destination
- Hospital visits
- Some translation depending on volunteers available

Rate

Free services (funded by Anglican and United Churches, available to all)

Pastoral Services for English-Speaking People

 1-581-308-8393 (advance notice preferable, but not necessary)

 pastoralcare@quebec.anglican.ca

Criteria

Available to all (regardless of denomination) travelling to Québec City

Rate

Free services (funded by Anglican and United Churches, available to all)

Includes

- Airport pick-up
- Visiting with patients
- Transportation to appointments and small errands
- Translation
- Help find a place to stay

Québec Cancer Foundation



1-800-363-0063



cancerquebec.com

Includes

- Cancer information helpline
- A qualified nurse available to answer cancer-related concerns for patients or their family members, friends etc.

Helpful info

Taxis

TAXI COOP



418-525-5191

TAXI LAURIER



418-651-2727

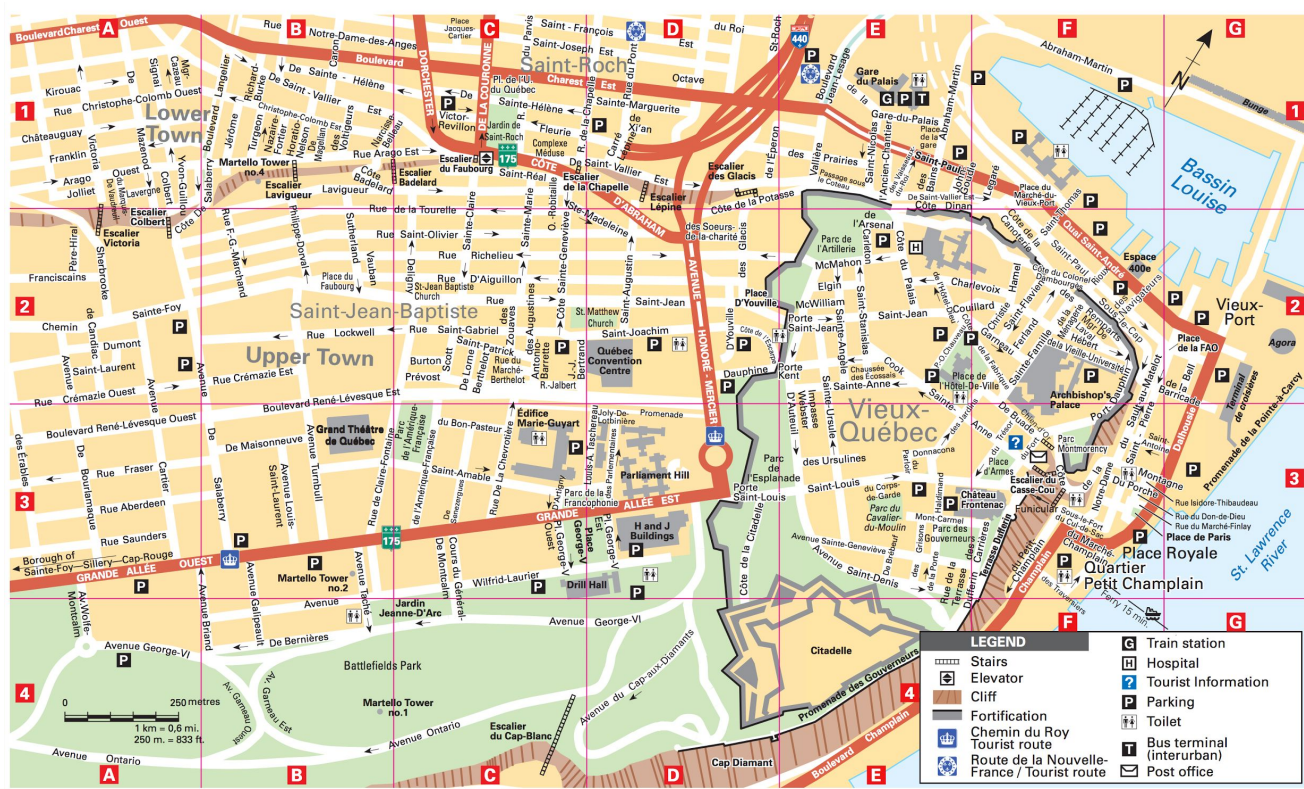
TAXI COOP STE-FOY SILLERY



418-653-7777

Parking

- Québec City has some street parking for free, but usually restricted to certain time periods, so check the signs carefully.
- There are also parking meters on many main streets.
- They take cash or a credit card. There are also public parking lots around the city.
- In the Old Quebec sector, there are many paying parking lots, as shown on this map:



Public transportation


www.rtcquebec.ca

At the hospital

Being a patient or a caregiver can be challenging at times. This section will give you some things to think about to make your experience a bit easier. And do not hesitate to ask for help from hospital staff, volunteer services, pastoral care or relatives and friends, if you feel you need it.

Interacting with health care staff

Health care staff will facilitate your travel as well as your stay outside your region as best they can. Some health care personnel can speak English, but this is not the case for all health care staff. Here are some things you can do to help staff help you:

- Let the health care staff know if you do not understand what is being said.
 - Ask to be spoken to in English if you do not understand.
 - Ask for any documentation that is available in English. Sometimes documentation is available but is not readily at hand.
-

Being a patient

Physical needs

Hospitals are not always the most restful places to spend time! Find ways to get as much sleep as possible, for example:

- Bring your own pillow, earplugs, eye mask, herbal teas or other sleep aids.

Emotional needs

The health care staff will be taking care of your medical needs, but what about the many different emotions you may go through as your condition is diagnosed and treated? You may at times feel worried, anxious, frustrated, overjoyed, exhausted, guilty, and more! Remember that each person reacts differently and all reactions are equally valid. Illness always raises life's big questions. You can ask for emotional and spiritual support (from pastoral care services in the hospital or from local English language volunteers). Sometimes you do not even realize that you need to talk to someone outside the situation! Remember to take care of yourself as best you can and to ask for the support you need.

Passing the time

Time may be long in the hospital. Find ways to keep yourself as busy as you want to be and as your energy may allow, for example:

- Reading material
- Knitting or hand-work
- Puzzle books

Being a support person

The same is true of the support person. Just because you are not ill does not mean you are not affected emotionally or do not have a need to talk about what is going on. You will have to manage your own needs so that you can be as helpful and supportive as possible to the person you are accompanying. You too can ask for pastoral care or another form of support!

Before returning home

Here are some tips for making sure you have the information you need before going home.

Talk to health care staff

- Let the health care staff know if you do not understand what is being said.
 - Ask to be spoken to in English if you do not understand.
 - Ask for any documentation that is available in English. Sometimes documentation is available but is not readily at hand.
-

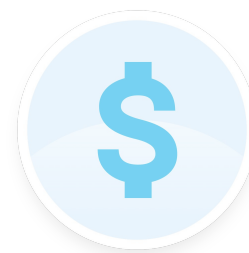
Departure checklist

Make sure you have the following items before leaving:

Important things to remember

- ☐ Your personal items, including medical cards
- ☐ Any medications that you need
- ☐ Any prescriptions you will need, as well as information about them
- ☐ Any after-care instructions you will need to follow
- ☐ Any forms you need to fill out or have signed for you, such as travel or refund forms

Costs and refunds



What costs to expect

Things to think about

- Depending on your means of transportation to your place of treatment, you may have travel costs (taxi, car, bus, train, boat or airplane).
 - If you are not admitted to a hospital, and you have to stay overnight, you may have costs for accommodation and meals.
 - If you bring a support person with you, they may have costs for accommodation and meals.
-

Financial assistance from the government

There is a Regional Financial Assistance Program that helps cover some of these costs. The conditions vary somewhat from one area to another.

Taking time off work

Things to think about

- Find out what your benefits are, what you are entitled to.
- What about employment insurance?
- If you have to take time off work, you may be entitled to benefits.
- Make sure to check your insurance benefits with your employer.
- Service Canada can help you to find out if you are entitled to benefits.
- Caregivers may also be entitled to benefits. Visit this website for more info.