



The key to safety is simple! Just think about it!

The management team, the staff and the doctors are all committed to offer safe health care and services and to continue to improve the quality of the delivery of those services.

GERMS TRAVEL...



Most infections (viruses and bacteria) are transmitted through unwashed hands. To reduce the transmission of infections, we ask that you wash your hands upon your arrival at the hospital and when you leave the hospital, the long-term care centre or any other location when you visit a sick person.

You may use the antiseptic gel which is located in every room.

- ♥ **Please wash your hands** (with gel or with soap and water) especially after having coughed, used the bathroom facility or blown your nose and before eating.



- ♥ **Wear a mask** if you are coughing or when visiting a patient who is in respiratory isolation.
- ♥ Always **follow posted instructions**.
- ♥ **Avoid moving from one room to another.** This applies to both hospitalized individuals and visitors.
- ♥ **Avoid visiting a patient or an elderly person if you have a fever, the flu or are experiencing vomiting or diarrhea.**
- ♥ **Cough or sneeze into your sleeve** rather than in your hands.
- ♥ Don't hesitate to ask professionals if they remembered to wash their hands.

IDENTIFICATION AND MEDICATION

With the intent of improving our health care and services, personnel members use two ways of identifying patients.

Upon your hospitalization you must **wear your identification bracelet at all times** to avoid any errors being made in the delivery of medication. As well, please refrain from interrupting the person preparing and delivering the medication.

VISITING HOURS THANK YOU FOR RESPECTING THEM!



Respecting visiting hours is important for the well-being and recovery of patients and allows personnel members and physicians the opportunity of providing the best care possible.

Hospital patients : Every day
From 2 pm to 8:30 pm

Post-natal area : Every day
From 6:30 pm to 8:30 pm

Intensive care area: 24 hours; maximum 2 people; time spent with patient is a maximum of 10 minutes per hour.

CHSLD (long term care unit): any time.

***Please note that visiting hours may be modified during specific or unforeseen circumstances.

Centre intégré
de santé
et de services sociaux
des îles

Québec

430, ch. Principal, Cap-aux-Meules (Québec) G4T 1R9
418 986-2121
www.ciass-desiles.gouv.qc.ca

Thank you to
for their
support!



and



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SAFETY AND QUALITY



ADVICE FOR HOSPITALIZED INDIVIDUALS AND THEIR FAMILY



FALL PREVENTION

Help us prevent falls!

♥ Wear **comfortable clothing** that is not too baggy. Avoid long bathrobes.

♥ Wear full slippers or closed shoes with slip-resistant soles. Avoid "Croc" type sandals and backless slippers or knitted slippers.

♥ Make sure that what is essential to you is **handy and nearby**.

♥ Individuals who use a cane, walker or a wheelchair should bring them to the hospital during their stay.

♥ Use a cane or a walker when it is recommended by a personnel member.

♥ **Put your glasses on or your shoes on** before you get up.

♥ Bring a night light to help you see at night.

♥ The bed should not be too low nor should it be too high.



♥ Keep enough space on both sides of the bed so you can move around freely .

♥ Take your time getting up from your bed or your chair.

YOU MUST LEAVE THE HOSPITAL



The physician has discharged you from the hospital and you must prepare to leave.

Please remember :

♥ You are required to vacate your room at the latest 2 hours after you receive your discharge.

♥ Make your way to the station to receive your prescription and to know the date of your next appointment.

♥ Remember to take your health insurance card and hospital card with you along with your personal medication.

YOU'VE NOTED A POTENTIAL ACCIDENT RISK?

LET US KNOW



If you've noticed a potential risk that could cause an accident, be sure to advise a personnel member. This is to ensure that they can remedy the situation as soon as possible.

For example :

- A wet floor
- An object blocking the way
- Errors made while identifying the recipient requiring health service
- Doubts about the medication given
- Visitor or health service recipient in a state of panic.

Preventing incidents and accidents is always better.

Satisfied with the delivery of services?

Tell us about it!



All personnel members are committed to providing quality services to clients. If your experience within our establishment has been pleasant, please tell us by filling out the brochure. Tell us about your visit to the hospital (emergency, 2nd floor, specialists, operating room, etc.) and in any other CISSS des Îles facilities.

Dissatisfied? Advise us.

Please advise us if you are dissatisfied with a health care or a delivery of service so that we can remedy the situation as quickly as possible. Advise the head of the department or fill out the brochure. Tell us about your experience in any of the CISSS des Îles facilities. Your feedback will help us deliver safer and better quality services.



When you are still dissatisfied with the corrective measures taken, please advise the local complaints commissioner.

Complaints are processed in the strictest of confidence. To contact the complaints commissioner please call 418-986-2121, ext. 8501 .

For more information about your rights and responsibilities please consult the code of ethics at CISSS des Îles or contact the user's committee. It is also available on the website.