

Advice for a smooth stay

You are a member of the care team.

You are the **expert on your own health**. We will help you to achieve **your treatment goals** during your stay.

Prevention is the key to improved care and recovery.

Wash your hands and **follow the infection prevention and control** guidelines.

Informal caregivers make all the difference.

Informal caregivers play an **important role** in your **recovery**. Their presence is encouraged at all times.

Service quality and your satisfaction guide our actions.

If needed, the **User Committee** is a trusted resource if you need help and support.

Your
experience is
**at the heart
of our
concerns.**

Respect is everyone's business.

Our **attitudes** and **behaviours** impact the people around us. Let's maintain a **healthy climate** by being **respectful** and **courteous**.

Pay it forward by preparing for your discharge.

Think ahead about your return home so the staff can quickly reassign your bed to another patient. We ask that you vacate your room within **2 hours** of being discharged by the doctor.

Your personal belongings are important.

Only keep **the items you absolutely need** during your stay. For **added security**, **label** your personal belongings.



If you have questions or concerns about your hospital stay, don't hesitate to speak to a member of your care team.

They will be able to refer you to the appropriate resource.



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