



Social Action News

If you are going to be admitted to hospital.....

If at all possible, do not go alone. Take a family member or friend with you who can help with the admissions procedure and get you settled in. Make sure that they can be reached in an emergency.

Find out when rounds are and try to have someone with you when the doctor visits. Take notes. Ask how often you can get painkillers if needed and who to ask for them.

Write down the name and dosage of your medication. When staff brings your medications VERIFY that you are getting the correct prescriptions and dosage.

It is against Canadian human rights law to be refused healthcare because someone does not like the way you look or speak.

A hospital patient needs to be familiar with his rights:

The right to:

- be informed about the availability of health care;
- adequate and personalized services;
- be informed if any accident or incident occurred during the course of one's care;
- choose the establishment and the professional;
- receive emergency care;
- be informed of the state of your health, your options, risks and consequences before consenting;
- service in English;
- lodge a complaint within the context of the complaints process;
- participate in all decisions regarding your health;
- give or refuse consent;
- be represented or accompanied (Users Committee);
- privacy and confidentiality;
- access your dossier.

Patients also have responsibilities:

Be adequately prepared for hospitalization. Practical examples are the following:

- Prepare a concise medical history;
- Bring a list of medications;
- Be honest about your medical condition;
- Accept responsibility for your decisions regarding treatment;

- Observe hospital rules and regulations such as infection control measures, e.g. hand washing;
- Recognize that the needs of other patients and families may sometimes be more urgent than your own.
- Do not bring valuables;
- Ask about whatever you do not understand;
- Treat others in the hospital with consideration and respect;

During a hospital stay, a patient must communicate; have patience; have clear and reasonable expectations; name a spokesperson and request a family meeting if necessary.

Before leaving the hospital, a patient needs to request directions for follow-up or any prescriptions that may be needed. The patient must follow doctor's instructions.

Try to arrange for someone to help get you home.

If you know that you will need home care, try to arrange it before you come home.

If you live alone, you might want to let the doctor know about your circumstances so appropriate support can be arranged. The Social Services Department at the hospital can assist you in making arrangements. Your local CSSS (CLSC), the Social Services Department at the Cummings Centre, as well as private home care agencies exist to meet your needs during this transition.

Free Income Tax Clinic:

There will be free income tax services on Thursday March 22 in the Gelber Conference Centre. This is available for seniors who have an income limited to \$20,000 if living alone or \$26,000 if they are a couple.

Registration is on Thursday, January 26 from 1 to 3:30 p.m. in room 236-237. For more information call 514-342-1234 ext. 7274 or ext. 3142.

You may be eligible for the Guaranteed Income Supplement Benefit:

If you are over 65 years old or have a spouse over 65 and collecting Old Age Security, you may be entitled to earn extra monthly income called Guaranteed Income Supplement. This income is available for seniors who have a low income. For more information contact the Federal government at 1 800 277-9914.

Buyer Beware:

Always check your credit card receipt before leaving the cashier's station. Scams have been reported in which the cashier adds a "cash advance" to your purchase. The cashier then pockets the cash and this amount is added to your credit card transaction and will be on your next bill.

Thinking of Becoming Engaged?

Consider joining the team that believes that seniors deserve to live in dignity. Help us make a difference. If you are interested in joining the Social Action Committee, contact Carole Klein at 514-342-1234 ext. 7207.