



Rehabilitation services

Outpatient service centre

PATIENT'S GUIDE

We ask you, as a patient, to respect certain rules for everyone's well-being and ensure the proper functioning of the service

Appropriate clothing for treatment

If you have neck or shoulder problems, wearing a camisole top is highly recommended.

If you have hip, knee or ankle problems, you should wear shorts and bring running shoes or very stable shoes.



Attendance

It is important to arrive at your appointment at the set time. Lateness of 15 minutes or more will be considered a cancellation of your appointment.

Non-attendance

For any non-attendance, please notify the secretary or your therapist and leave your name, telephone number and the reason for your absence.

After **2 unauthorized absences**, your therapist will re-evaluate your service offer and may decide to close your file.

Non-attendance with cause

In any case of gastroenteritis, please do not come for treatments until 48 hours after the last symptoms. Fever is also a reason to postpone your treatments by advising us beforehand.

Therapy

The length of your treatment is determined by your therapist. Discharge will be considered:

- When rehabilitation and/or functional goals are achieved;
- When you have the tools to achieve your goals independently;
- When a recovery plateau is reached.

The success of your rehabilitation depends on you and it is your responsibility to perform the exercises at home. Be careful to keep the written exercise program that will be given to you.

Security

You should enter the Service Centre at the **scheduled time** for your appointment. If there is no therapist in the treatment room, **please wait in the waiting room**.

Accompanying persons must wait in the Service Centre waiting room, except for parents of children receiving therapy.

Please do not bring **valuable items** with you. The Centre intégré de santé et de services sociaux de la Montérégie-Ouest is not responsible for loss or theft. Given the limited space, please leave your coats in the cloakroom.

Contact information

Name of your therapist:

- ☐ 150 Saint-Thomas
Salaberry-de-Valleyfield
450-371-9920, ext. 2197
- ☐ 101 Lauzon
Châteauguay
450-699-2482
- ☐ 3031 de la Gare
Vaudreuil-Dorion
450-455-6171, ext. 70303
- ☐ 28 Gale
Ormstown
450-829-2321, ext. 353246

Cleanliness

Upon arrival and departure from the Service Centre, please wash your hands. If you have a cough, please wear a mask.

We request you to clean all equipment after use (weights, barbells, rollers, etc.) and to keep the premises clean, including the toilets. In winter, please **remove your boots or shoes**.

Please bring other shoes or slippers to avoid slipping and getting hurt on a wet floor. In addition, please **take back your shoes or slippers after each visit**. We are not able to store them here.

Medications

Please keep an updated list of your medications with you.

Personal conduct

Given the configuration of our Service Centre, we ask you to behave with discretion in order to preserve the confidentiality of all patients.

You should maintain respectful and courteous relationships with other patients and therapists. At all times, please exercise patience, discretion and consideration so as to promote harmonious and respectful relationships. No verbal, physical or psychological violence will be tolerated.¹

Out of respect for others, while you are at the Service Centre, **please turn off your cell phone**.

In order to facilitate everyone's work, please remember the **name of your therapist**. Do not hesitate to discuss any question or situation with them.

Thank you for your collaboration.

¹ Policy for promoting civility and preventing harassment and violence in the workplace at the Centre intégré de santé et services sociaux de la Montérégie-Ouest.