



MONTÉRÉGIE WEST HEALTHCARE INFORMATION

BOOKLET

www.mwcn.ca





"The greatest wealth is health."

- Virgil.

In case of emergency, go to your nearest hospital emergency department (Urgence).

If you need emergency services such as police, fire, or ambulance, call 911.

For information pertaining to your health, contact the Info-Santé/Info-Social (HealthLine) helpline at 811.

For non-emergencies, contact your local CLSC.



HEALTHCARE BOOKLET

This booklet is for English-speaking residents and visitors of the Montérégie West region. It is intended to be used as a reference guide to make it easier for English speakers to communicate with French-speaking health professionals.

This guide does not cover all the topics related to health, nor does it replace any medical or professional opinion in any way.

Reproduction in whole or in part is permitted for non-commercial purposes with author attribution.

Information related to your health and the local healthcare network can be found at santemonteregie.qc.ca/en

To get a physical copy of this booklet, send us an email at:

Info@mwcnc.ca

THANK YOU

Reference and adaptation

Health Passport was originally developed by the Mégantic English-speaking Community Development Corporation (MCDC), Healthcare booklet developed by Bagotville Military Family Resource Centre (Bagotville MFRC), and CO-02 (English Network Partnership Initiative in Saguenay-Lac St Jean) in collaboration with the CIUSSS de Saguenay-Lac-Saint Jean. In 2020, Montérégie West Community Network (MWCN) made our first version.

Partners

Centre Intégré de Santé et Services Sociaux de la Montérégie Ouest, Secrétariat aux relations avec les québécois d'expression anglaise, Dialogue McGill and Éducaloi

Funding

Health Canada and Community Health and Social Services Network (CHSSN).

Conception:

Tonya Wright, Administrative Assistant - MWCN

Proofreading:

Sharon Vocino, Network Partnership Initiative Coordinator (NPI) - Châteauguay/Candiac - MWCN

Graphic design

Matt Mardini, Program Manager - MWCN

TABLE OF CONTENTS

Hospitals - Hôpitaux	1
Info-santé 811	2
Info-social 811	3
Other Agencies - Autres services d'urgence	4
Vaccinations	5
CLSC's	6
Montérégie West CLSC's	7
At-Home Support	8
Mental Health Services	9
Inpatient Psychiatric Unit	10
Covid-19	11
Health tips - Lyme Disease	13
Health tips - Heat Wave	15
Medical Cards / Cartes médicales	16
When To Visit An Emergency Room	18
Getting A Family Doctor	19
Where Am I? / Où Suis-je?	20
Finding Your Way / S'orienter	22
Greetings / Salutations	23

TABLE OF CONTENTS

Helpful Terms / Termes Utiles	24
Human Body Lexicon / Lexique Du Corps Humain	25
Internal Organs	27
Pain Scale / Échelle de la douleur	28
Lexicon To Help Describe Symptoms	29
Time/ Directions - Temps/orientation	30
Other Information / Autres renseignements	32
Internal Pain / Douleur interne	33
Chest Pain / Douleur thoracique	35
Abdominal Pain / Douleur abdominale	36
Headache / Mal de tête	38
External Signs & Symptoms	39
Fractures, Sprains, Muscle And Joint Pain	42
Childhood Illness And Problems	43
Pregnancy / Grossesse	44
Complaints And Service Agreements	47
Emergency Contacts / Contacts en cas d'urgence	48
Medical History / Antécédents Médicaux	49
Your Notes	51

HOSPITALS - HÔPITAUX

MONTÉRÉGIE WEST

Hôpital du Suroît
150, rue St.Thomas
Salaberry-de-Valleyfield
450-371-9920

Barrie Memorial Hospital
28, rue Gale
Ormstown
450-829-2321

Hôpital Anna-Laberge
200, boulevard Brisebois
Chateauguay
450-699-2425

Kateri Memorial Hospital Center
10, River Rd
Kahnawake
450-638-3930



INFO-SANTÉ 811

Info-Santé 811 is a free and confidential telephone consultation service. Dialling 811 promptly puts you in contact with a nurse in case of a non-urgent health issue. The service is available 24/7, 365 days a year. Anyone living in Québec can call Info-Santé 811 for themselves or a family member.

Info-Santé 811 nurses evaluate your health situation and give advice based on your condition. Calling Info-Santé 811 often helps to avoid the need to visit a medical clinic or emergency room.

Here are examples of situations in which you can call Info-Santé 811:

- You have a seasonal flu that persists several days, and you are wondering if you should go see a doctor
- Your child wakes up with a high fever and you are wondering if you should take them to the emergency
- You are wondering what to do in order to relieve itching and swelling caused by an insect bite
- You have questions regarding health care resources



INFO-SOCIAL 811

Info-Social 811 is a 24/7 psychosocial helpline which puts you in contact with a psychosocial intervention worker in the event of a psychosocial problem.

Anyone who lives in Québec can call Info-Social 811 for themselves, a family member, or a friend. When necessary, this professional may also direct you to a community resource or someone in the health and social services network.

Here are examples of situations in which you can call Info-Social 811:

- You are in a situation that causes you anxiety
- You are in mourning
- You are worried about a friend or family member
- You have questions about other worrisome situations or behaviours
- You are experiencing family or relationship problems



OTHER AGENCIES

AUTRES SERVICES D'URGENCE

Drugs: Help and Referral 1-800-265-2626	Hope for Wellness Help Line 1-855-242-3310
Elder Mistreatment Helpline 1-888-489-2287	Québec Poison Control Centre 1-800-463-5060
Kids Helpline 1-800-489-2287 or Text CONNECT to 686868	SOS Domestic Violence 1-800-363-9010
Parent Helpline 1-800-361-5085	Suicide Prevention 1-800-363-9010
Addictions 450-443-4413 Toll-Free: 1-866-964-4413	Hotline for COVID-19 1-877-644-4545



VACCINATIONS

Vaccination procedures vary from region to region.

To find out how to proceed and where to get vaccinated, contact your local CLSC or doctor.

For their contact info, refer to the CLSCs section on pages 7 and 8 of this booklet. You can also call Info-Santé 811 to find out where the nearest vaccination clinic is.

CLSCs and drugstores may provide these vaccinations at little to no cost.

Consent for vaccination

In Québec, anyone 14 years of age or over can give their consent for vaccination.

If a child is under 14 years of age, one of his or her parents, or guardian must give their consent for vaccination. The school nurse can provide parents, upon request, with additional information so that they can make an informed decision.



CLSC'S *What is a CLSC?*

CLSC's are an integral part of the Integrated University Health and Social Services Centres (CIUSSSs). They provide health and social services on their premises, but also in schools, at work, and at home.



CLSC services for the people within the CLSC's territory include:

- routine health and social services (nursing care, blood tests, vaccinations, morning-after contraception, etc.)
- preventive or medical services (medical consultations with or without an appointment)
- rehabilitation and reintegration services
- public health activities.

MONTÉRÉGIE WEST CLSC'S

CLSC Châteauguay

95, avenue de la Verdure
Châteauguay
450-699-3333

CLSC de Beauharnois

142, rue Saint-Laurent
Beauharnois
450-429-6455

CLSC de Coteau-du-Lac

341, chemin du Fleuve
Coteau-du-Lac
450-763-5951

CLSC de Salaberry-de-Valleyfield

71, rue Maden, bureau 200
Salaberry-de-Valleyfield
450-371-0143

CLSC de Vaudreuil-Dorion

3031, boulevard de la Gare
Vaudreuil-Dorion
450-455-6171

CLSC de Huntingdon

10, rue King, bureau 200
Huntingdon
450-829-2321

CLSC de Saint-Chrysostome

21, rue Sainte-Anne
Saint-Chrysostome
450-826-3161

CLSC de Saint-Rémi

2, rue Sainte-Famille
Saint-Rémi
450-454-4671

CLSC de Napierville

509, rue Saint-Jacques
Napierville
450-245-3336

CLSC Kateri

90, boulevard Marie-Victorin
Candiac
450-659-7661

CLSC de Rigaud

59, rue Saint Viateur Rigaud
450-451-6609

CLSC Saint-Polycarpe

11, Chemin de la Cité
Saint-Polycarpe
450-265-3771

AT-HOME SUPPORT

Have you been weakened by a disease but still want to live at home? Do you have an elderly parent who is finding it increasingly difficult to take care of themselves? Are you waiting for a space to open up in a residence? Consult this section for a list of adapted services to help people with loss of autonomy stay at home for as long as possible.

CLSC Châteauguay

95, avenue de la Verdure
Châteauguay
450-699-3333

CLSC Kateri

90, boulevard Marie-Victorin
Candiac
450-659-7661

CLSC de Saint-Rémi

2, rue Sainte-Famille
Saint-Rémi
450-454-4671

CLSC de Salaberry-de-Valleyfield

71, rue Maden, bureau 200
Salaberry-de-Valleyfield
450-371-0143

CLSC de Vaudreuil-Dorion

3031, boulevard de la Gare
Vaudreuil-Dorion
450-455-6171

CLSC de Huntingdon

10, rue King, bureau 200
Huntingdon
450-829-2321

MENTAL HEALTH SERVICES

Consultations are available to people with mental health problems such as depression, anxiety, or personality disorder. Mental health consultations are available at certain points of service in the region. These services, provided by mental health professionals, are intended for people with severe specific problems, such as major depressive disorder, severe adjustment disorder, high risk of suicide, or generalized anxiety disorder.

External Clinic for Mental Health for Adults

11, rue de L'Église,
Bureau 200
Salaberry-de-Valleyfield
450-373-6252

External Clinic for Mental Health

26, rue Saint-Pierre,
Bureau 200
St-Constant
450-638-0894/ 450-635-8807

External Clinic for Mental Health

230, boulevard Brisebois
Bureau 401
Châteauguay
450-692-0002

External Clinic for Mental Health for Youth & Adults

3031, boulevard de la Gare
Vaudreuil-Dorion
450-455-7967

CLSC de Huntingdon

10, rue King, Bureau 200
Huntingdon
450-829-2321

INPATIENT PSYCHIATRIC UNIT

This unit treats all mental health problems that cause instability, with or without comorbidities, and that require inpatient care. Throughout the patient's stay, the unit provides psychiatric assessment and follow-up, as well as nursing care for the dispensing of medications, stabilization of symptoms, and continuous monitoring of symptoms during the hospital stay. A referral from a doctor is needed.

HÔPITAL DU SUROÎT

150, rue Saint-Thomas
Salaberry-de-Valleyfield
4th Floor

HÔPITAL ANNA-LABERGE

200, boulevard Brisebois
Chateauguay
Ground floor



COVID-19



Symptoms can be mild or more severe like those associated with pneumonia.

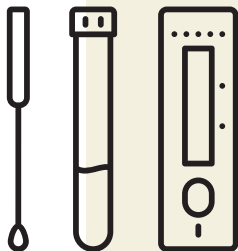
Their duration varies depending on the severity of the illness, but they generally disappear in less than 14 days. In severe cases, symptoms can last for over a month.

People most at risk of dying from complications are those:

- with a weak immune system
- with a chronic disease such as diabetes or heart, lung and kidney disease
- age 70 and older

Rapid testing

Rapid testing is a way to quickly identify infections and thereby reduce the risk of outbreaks. Rapid tests are easy to use and the results are available in minutes.



Long COVID

COVID-19 CONTINUED

If you are still experiencing symptoms or aftereffects of COVID-19 more than four weeks after your initial infection, there are resources available to you. It is strongly recommended that you consult your doctor first.

The interdisciplinary team (CO-VIE) offers services, the majority of which are offered virtually (by video call).

Vaccination against Covid-19 is available for all ages.

Long Covid

1-844-699-6598 (leave a message in the voicemail)

Covid-19 hotline
450-644-4545



Health Tips



LYME DISEASE

Lyme disease is caused by a bacterium that is spread by the bite of an infected tick. If not treated in time, it can lead to serious consequences, such as heart problems, arthritis, or nerve damage.

Ticks can be found everywhere in the Montérégie region, mainly in wooded areas, forests, undergrowth, shrubs and bushes, tall grass, overgrown lots, and gardens near wooded areas.

REDUCING THE NUMBER OF TICKS AT SOURCE

Some habitats are less likely to harbour ticks:

- well-maintained lawns
- ornamental shrubbery
- urban environments, concrete, asphalt, gravel, wood, or mulched areas.



LYME DISEASE CONTINUED

BEFORE AND DURING THE ACTIVITY

The objective is to limit direct contact with ticks. It is recommended that you:

- Wear long clothing when outdoors
- Apply insect repellent that contains DEET (20-30%) or icaridin (20%), according to the manufacturer's instructions
- Stay on maintained trails

AFTER THE ACTIVITY OR AT THE END OF THE DAY

Since the risk of developing Lyme disease increases once a tick has been attached for more than 24 hours, you must remove it as quickly as possible.

Note: A tick bite is not painful. You may have been bitten without even knowing it! It is recommended that you:

- Carefully examine your entire body
- Remove visible ticks as quickly as possible
- Take a shower or bath, or go swimming
- Change your clothes
- Wash your clothes or put them in the dryer or in the sun

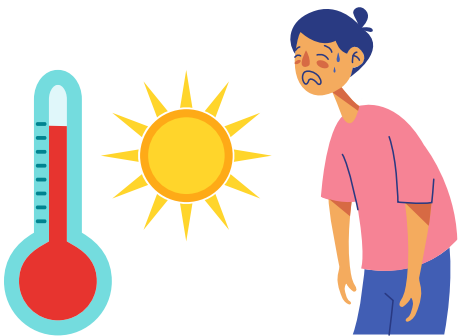
HEAT WAVE

Who is most vulnerable to heat?

- Older people; age 65 and over
- People with chronic diseases
- People with mental health problems, especially schizophrenia, and alcohol or drug addiction
- Children 0 to 4 years old are also vulnerable to heat

How can you prevent heat-related health problems?

- Drink a lot of water, even before you feel thirsty
- Spend 2 to 3 hours a day in a cool, preferably air-conditioned place
- Take at least 1 cool shower or bath a day, or cool your skin with a wet washcloth several times a day
- Reduce physical effort

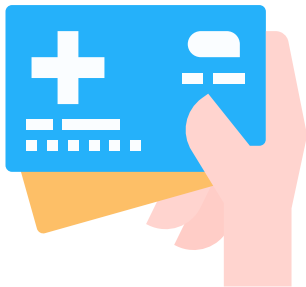


MEDICAL CARDS

CARTES MÉDICALES

When visiting a hospital, doctor, or CLSC you must have a:

1. Health insurance card for Québec residents: without it, you may have to pay consultation fees. Your name, as it appears on your birth certificate, must be on your health insurance card.
2. Health insurance card for non-residents: you may have to pay some reimbursable fees for doctors in-office care.
3. Hospital card, which you can get at the hospital. Go to the information desk for instructions on how to obtain your card. Please note that every hospital issues its own card to its patients.
4. You may have more than one hospital card if you have had procedures at different institutions.



OBTAINING A MEDICAL HEALTHCARD IN QUÉBEC

WHERE? Régie de l'assurance-maladie du Québec (RAMQ)

HOW? Residents and people newly arriving in Québec must register for the Health Insurance Plan, even if they were registered for it in the past. If the Régie determines that you meet the eligibility requirements, you will be issued a health insurance card that gives you access to insured healthcare services.

Note: You cannot register online. To obtain a registration form, you must call 1-800-561-9749 during office hours. The Régie cannot send you the form before you arrive in Québec.

For more information, visit www.ramq.gouv.qc.ca.



WHEN TO VISIT AN EMERGENCY ROOM

Call 911 or go to an emergency room immediately in cases of:

- wheezing, shortness of breath, convulsions or difficult breathing
- chest pain
- displaced or open wound fracture
- fainting or dizziness
- sudden numbness or weakness
- bleeding that cannot be stopped
- abdominal pain, especially intense localized pain
- confusion or changes in mental state
- any fever in children under 3 months
- coughing or vomiting blood
- severe headache or head injury, especially if the individual is on aspirin or blood thinners
- blood in the urine or bloody diarrhea
- sudden inability to speak, see, walk, or move.

GETTING A FAMILY DOCTOR

To find a family doctor who is taking new patients, you can register on the waiting list of the Québec Family Doctor Finder (QFDF) at www.gamf.gouv.qc.ca.

Your request will be assessed and prioritized according to your health condition. It is impossible to say exactly how long you will be on the waiting list. The time varies depending on the availability of doctors in your region and the number of people on the waiting list in your territory.

Phone numbers for your territory waiting lists:

GACO – RLS DE JARDINS-
ROUSSILLON
1 866 730-0333 ext. 1

GACO – RLS DE VAUDREUIL-
SOULANGES
1 866 730-0333 ext. 2

GACO – RLS DU HAUT-
SAINT-LAURENT
1 866 730-0333 ext. 1

GACO – RLS DU SUROÛT
1 866 730-0333 ext. 2

WHERE AM I? OÙ SUIS-JE?

Blood testing	Prélèvements sanguins
Oncology department	Service d'oncologie
Day medicine	Médecine de jour
Day surgery	Chirurgie d'un jour
Clinical nutrition	Nutrition clinique
Emergency Room	Urgence
Endocrinology department	Service d'endocrinologie
Gynecology department	Service de gynécologie
Cardiology department	Service de cardiologie
Hematology department	Service d'hématologie
Intensive Care	Soins intensifs
Isolation	Isolement
Long-Term Care	Soins de longue durée



WHERE AM I? OÙ SUIS-JE?

Clinical laboratory	Laboratoire de biologie médicale
Nuclear medicine	Médecine nucléaire
Nurse's station	Bureau des infirmières
Nursery	Pouponnière
Obstetrics department	Cliniques d'obstétrique
Outpatient clinics	Cliniques externes
Pediatrics	Pédiatrie
Psychiatry	Psychiatrie
Pulmonology department	Service de pneumologie
Radiology department (X-ray, CAT, MRI)	Service de radiologie (rayon-X, TACO, IRM)
Surgery	Chirurgie
Urine collection	Prélèvement d'urine



FINDING YOUR WAY

S'ORIENTER

Where is...?

To the left

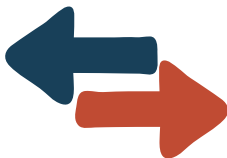
To the Right

Où es...?

Vers la gauche

Vers la droite

Admission	Bureau d'admission
Gift Shop	Boutique de cadeaux
Elevator/ stairs	Prenez l'ascenseur/ les escaliers
Basement	Sous-sol
Ground floor	Rez-de-chaussée ou première étage
Vending machine	Machine distributrice
Doctor's office	Bureau du médecin
Waiting room	Salle d'attente
Private room	Chambre privée



GREETINGS SALUTATIONS

Hello	Bonjour
Good evening	Bonsoir
Goodbye	Au revoir
Hi	Salut
I need medical care and I don't speak French. Could you please find someone who speaks English?	J'ai besoin de soins médicaux et je ne parle pas français. Pourriez-vous s'il vous plaît aller chercher quelqu'un qui parle anglais?
If you speak slowly, I will understand you.	Si vous parlez lentement, je vais vous comprendre.
I am deaf and mute. I use sign language.	Je suis sourd et muet. Je n'utilise que la langue des signes.



HELPFUL TERMS

TERMES UTILES

I/ You...

I must have...

I must not...

You must have...

You must not...

I need...

Je/ Vous...

Je dois avoir...

Je ne dois pas...

Vous devez avoir...

Vous ne devez pas...

J'ai besoin de...

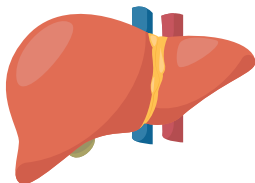
Blood sample	Prise de sang
On an empty stomach	Être à jeun
Since midnight	Depuis minuit
Fill this prescription	Remplir cette ordonnance
Take this medication	Prendre ce médicament
Routine check-up	Examen de routine
General check-up	Examen général



HUMAN BODY LEXICON

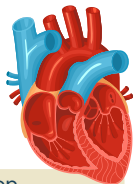
LEXIQUE DU CORPS HUMAIN

Abdomen	Abdomen
Calf	Mollet
Foot	Pied
Large intestine	Gros intestin
Ankle	Cheville
Cheek	Joue
Forearm	Avant-Bras
Leg	Jambe
Anus	Anus
Chest	Poitrine
Forehead	Front
Liver	Foie
Appendix	Appendice
Ear	Oreille
Gallbladder	Vésicule biliaire



HUMAN BODY LEXICON

LEXIQUE DU CORPS HUMAIN



Lung	Poumon
Arm	Bras
Elbow	Coude
Genitals	Organes génitaux
Pancreas	Pancréas
Bladder	Vessie
Eyebrows	Sourcils
Hair	Cheveux
Small intestine	Petit intestin
Brain	Cerveau
Eyes	Yeux
Heart	Coeur
Spleen	Rate
Buttock	Fesse
Finger	Doigt
Kidney	Rein
Stomach	Estomac

INTERNAL ORGANS



Thyroid

HAS TWO MAIN BLOOD SUPPLIES: THE SUPERIOR AND INFERIOR THYROID ARTERIES. SECRETES THYROID HORMONE.



Liver

HAS TWO MAIN BLOOD SUPPLIES: THE PORTAL VEIN AND THE HEPATIC ARTERY. SECRETES BILE.



Thymus

IS A GLAND IN THE UPPER CHEST. SECRETES THYMOSIN.



Stomach

IS A MUSCULAR ORGAN IN THE UPPER ABDOMEN. SECRETES GASTRIC JUICE.



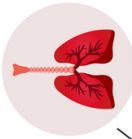
Pancreas

IS A GLAND IN THE UPPER ABDOMEN. SECRETES PANCREATIC JUICE.



Intestines

IS A LONG, COILED TUBE IN THE LOWER ABDOMEN. SECRETES ENZYME.



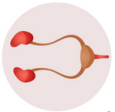
Lungs

ARE TWO PAIRS OF SACCULATED, AIR-FILLED TISSUES. SECRETES SURFACTANT.



Kidney

ARE TWO PAIRS OF BEAN-SHAPED ORGANS. SECRETES URINE.



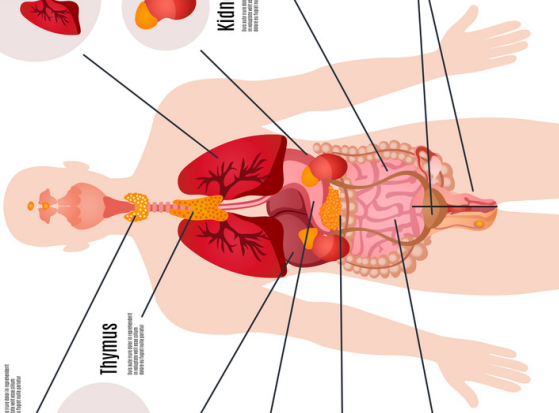
Urinary system

ARE TWO PAIRS OF BEAN-SHAPED ORGANS. SECRETES URINE.



Reproductive system (Male/Female)

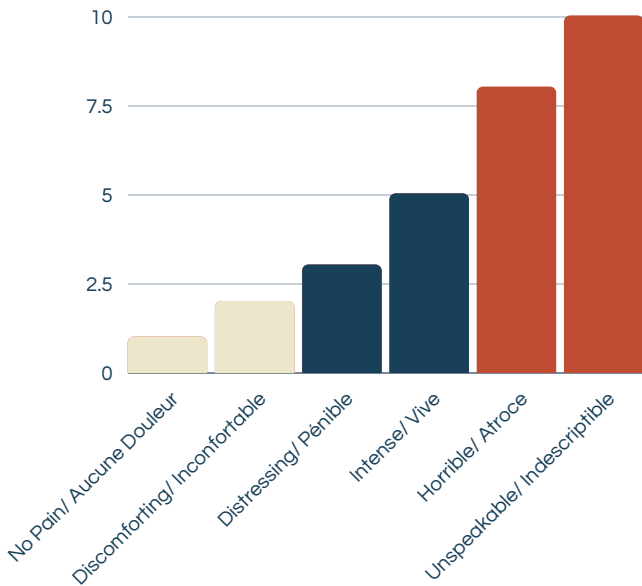
ARE TWO PAIRS OF BEAN-SHAPED ORGANS. SECRETES URINE.



PAIN SCALE

ÉCHELLE DE LA DOULEUR

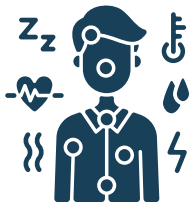
Describing your pain and its severity is key in establishing diagnosis. Always try to rank it on a scale of 1 to 10, 10 being the worst pain you have ever had.



LEXICON TO HELP DESCRIBE SYMPTOMS

LEXIQUE POUR AIDER À DÉCRIRE LES SYMPTÔMES

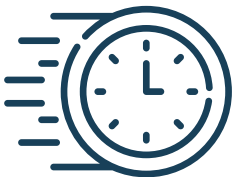
I have pain	J'ai de la douleur
Severe pain	Douleur sévère
Burning pain	Douleur brûlante
Stabbing pain	Douleur lancinante
Constant pain	Douleur constante
Squeezing pain	Douleur oppressante
Crushing pain	Douleur écrasante
Heaviness	Lourdeur
Tingling	Picotements
Moderate pain	Douleur modérée
Throbbing pain	Douleur pulsatile
Numbing pain	Engourdissement douloureux
Palpitations	Palpitations



TIME/DIRECTIONS

TEMPS/ORIENTATION

Before/After	Avant/après
Hour/Minute	Heure/minutes
Since when?	Depuis quand?
Morning	Matin
Afternoon	Après-midi
Evening	Soir
Last night	La nuit dernière
Days	Jours
Weeks	Semaines
Since	Depuis
It has been	Ça fait maintenant
Today	Aujourd'hui
Once, twice, three times	Une, deux, trois fois
This morning	Ce matin
At lunchtime	Au diner
An hour ago	Il y a une heure



TIME/DIRECTIONS

TEMPS/ORIENTATION

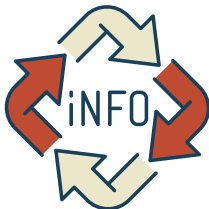
Yesterday	Hier
Sunday	Dimanche
Monday	Lundi
Tuesday	Mardi
Wednesday	Mercredi
Thursday	Jeudi
Friday	Vendredi
Saturday	Samedi
Right	Droit(e)
Left	Gauche
Up	Haut
Down	Bas
In front of	Devant
Higher	Plus haut
Back	Derrière
Lower	Plus bas



OTHER INFORMATION

AUTRES RENSEIGNEMENTS

I took medication and it helped a little	J'ai pris des médicaments et ça m'a aidé un peu
I put ice on it and the pain lessened	J'ai mis de la glace et la douleur a diminué
It hurts more when I...	La douleur augmente si je...
It hurts less when I...	Ça fait moins mal quand je...
It hurts when I move like this	Ça fait mal quand je bouge comme ça
Even if I do not move, it hurts	Ça fait mal même quand je ne bouge pas
It gets worse when I press on it	C'est pire si j'appuie dessus
Last time this happened, I...	La dernière fois que c'est arrivé, j'ai...
It has not changed since it started	Ça n'a pas changé depuis le début



INTERNAL PAIN

DOULEUR INTERNE

I have	J'ai...
I'm having	Actuellement, j'ai
I had	J'ai eu...
Chest pain	Douleur à la poitrine
Earache	Mal aux oreilles
Headache	Mal à la tête
Heartburn	Brûlements d'estomac
Heart attack	Crise cardiaque
Hot flashes	Bouffées de chaleur
Lower back pain	Mal aux reins
Sick to my stomach	Mal au cœur
Sore back	Mal au dos
Sore throat	Mal à la gorge
Stroke	Accident vasculaire cérébral (AVC)
Stomach pain	Mal au ventre
Toothache	Mal aux dents
Blurred vision	Vision floue

INTERNAL PAIN

DOULEUR INTERNE

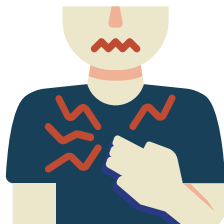
My heart is racing	Mon cœur bat rapidement
The pain started during (after) a physical effort	La douleur est apparue durant (après) un effort physique
I feel the pain below my sternum (breastbone)	Je ressens la douleur derrière mon sternum
It usually goes away with rest	Ça disparaît habituellement avec du repos
I (do not) have a heart condition	J'ai des (je n'ai pas de) problème(s) cardiaque(s)
I take medication for my heart	Je prends des médicaments pour mon cœur
It hurts when I take a deep breath	Ça fait mal quand je prends une grande respiration
The pain radiates down my arm, shoulder, jaw...	La douleur irradie dans mon bras, mon épaule, ma mâchoire
The pain comes on when I am upset or excited and when I exercise	La douleur est causée par les émotions ou l'énervernement et l'exercice physique



CHEST PAIN

DOULEUR THORACIQUE

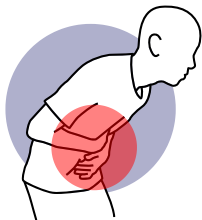
I have chest pain	J'ai une douleur thoracique
It is an acute pain	C'est une douleur aiguë
The pain came on fast	La douleur est apparue soudainement
The pain started at rest	La douleur est apparue en repos
This pain is ___ out of 10	La douleur est à ___ sur 10 (dix)
I (never) had this pain before	J'ai déjà (je n'ai jamais) eu ces douleurs avant
I am sweaty	Je suis en sueurs
I have trouble breathing	J'ai de la difficulté à respirer
The pain comes on when I am upset or excited and when I exercise	La douleur est causée par les émotions ou l'énerverment et l'exercice physique



ABDOMINAL PAIN

DOULEUR ABDOMINALE

Abdominal, cramps	Crampes abdominales
Diarrhea	Diarrhée
Stomach pain	Douleur au ventre
Vomiting	Vomissement
Watery stool	Selles liquides
There is mucus in my stool	Il y a du mucus dans mes selles
Painful rectum	Douleur au rectum
Gastric reflux	Reflux gastrique
My stomach hurts	Mon estomac me fait mal
I have been vomiting since	Je vomis depuis...
I cannot keep anything down	Je ne garde rien
I feel dehydrated (dried up)	Je me sens déshydraté



ABDOMINAL PAIN

DOULEUR ABDOMINALE

I am not hungry	Je n'ai pas d'appétit
I feel nauseous	J'ai des nausées
I have heartburn	J'ai des brûlements d'estomac
I have been vomiting since	Je vomis depuis...
I have nothing left to vomit	Je n'ai plus rien à vomir
I have (not) vomited blood	J'ai (je n'ai pas) vomi du sang
I feel dizzy	Je me sens étourdi
It hurts when I urinate	J'ai mal quand j'urine
I have not eaten or drunk since ___ hours (days)	Je n'ai rien mangé ni rien bu depuis ___ heures (jours)
I have reflux when I bend over (when I'm lying down)	J'ai des reflux quand je me penche (quand je suis allongé)
I have not urinated much lately	Je n'ai pas beaucoup uriné dernièrement
I did (not) see blood in my stool	J'ai (je n'ai pas) vu de sang dans mes selles



HEADACHE

MAL DE TÊTE

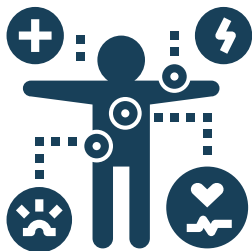


I have had a headache for (hours, days, weeks)	J'ai mal à la tête depuis (heures, jours, semaines)
I did (not) hit my head	Je (ne) me suis (pas) cogné la tête
My neck (does not) hurt	Mon cou me fait (ne me fait pas) mal
The pain is on the back (front) of my head	J'ai mal en arrière (en avant) de la tête
It is the worst headache I have ever had	C'est le pire mal de tête de ma vie
The pain is squeezing, crushing	La douleur serre, écrase
The pain is throbbing, pounding	La douleur est pulsatile, martèle
I felt the headache coming on	J'ai senti que j'allais avoir mal à la tête
I felt dizzy before it started	J'ai vu des étoiles avant que ça commence
My eyes are sensitive to light	La lumière me fait mal aux yeux
Loud noises bother me	Les bruits forts me dérangent
I fainted (did not faint)	Je me suis (ne me suis pas) évanoui

EXTERNAL SIGNS AND SYMPTOMS

SIGNES ET SYMPTÔMES EXTERNES

Bruise	Ecchymose
Itching	Démangeaisons
Injuries	Blessures
Pimple	Bouton
Rash	Éruption cutanée
Scar	Cicatrice
Scratch	Égratignure
Stitches	Points de suture
Cold or flu symptoms	Symptômes de rhume ou de la grippe
Chest pain	Douleur thoracique
Cold sweats	Sueurs froides
Cough with phlegm	Toux avec crachats
Difficulty swallowing	Difficulté à avaler



EXTERNAL SIGNS AND SYMPTOMS

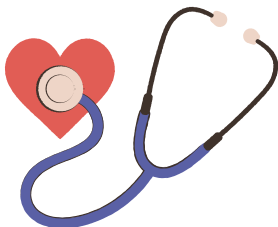
SIGNES ET SYMPTÔMES EXTERNES

Dry cough	Toux sèche
Earache	Mal aux oreilles
Fever (above 37.5)	Fièvre (supérieure à 37.5)
Muscle aches	Douleurs musculaires
Nasal congestion	Congestion nasale
Nausea	Nausée
Runny nose	Écoulement nasal
Sinus pain	Sinus douloureux
Shortness of breath	Souffle court
Sneezing	Éternuement
Sore throat	Mal de gorge
Tiredness	Fatigue
Fatigue	Fatigue
Wheezing	Sifflement bronchique
Burning	Brûlements
Chills	Frissons
Pain	Douleur
Tingles	Picotements

EXTERNAL SIGNS AND SYMPTOMS

SIGNES ET SYMPTÔMES EXTERNES

I feel...	Je me sens...
I have...	J'ai des...
Dizzy	Étourdi
Faint	Faible
Feverish	Fiévreux
Nervous	Nerveux
Exhausted	Épuisé
Confused	Confus
It hurts when I cough	Ça fait mal lorsque je tousse
Ringing in the ears	Bourdonnement dans les oreilles
There's blood in my sputum (spit)	Il y a du sang dans mes crachats
Sick to my stomach	J'ai mal au cœur



FRACTURES, SPRAINS, MUSCLE AND JOINT PAIN

FRACTURES, ENTORSES, DOULEUR MUSCULAIRE ET ARTICULAIRE

Numb	Engourdi
Tender	Sensible
Painful	Douloureux
I have shoulder, elbow, ankle pain	J'ai de la douleur à l'épaule, au coude, à la cheville
I fell and hurt my...	Je suis tombé et je me suis fait mal au...
I twisted my ankle	Je me suis tordu la cheville
I heard (did not hear) a crack	J'ai entendu (je n'ai pas) entendu un craquement
I felt a tear	J'ai senti une déchirure
It hurts when I move it	Ça fait mal quand je le bouge
It feels like my knee will buckle	J'ai l'impression que mon genou va céder
The swelling does not go down	L'enflure ne diminue pas
I cannot take anti-inflammatory	Je ne peux pas prendre d'anti-inflammatoires
I have unexplained shakes	J'ai des tremblement inexplicables

CHILDHOOD ILLNESS AND PROBLEMS

PROBLÈMES ET MALADIES DE L'ENFANCE

ADHD	TDAH
Allergy	Allergie
Autism	Autisme
Chickenpox	Varicelle (picote)
Gastroenteritis	Gastro-entérite
Hand, foot and mouth	Pieds-mains-pouche
Head Lice	Poux
Colic	Colique
Croup	Croup
Dehydration	Déshydratation
Jaundice	Jaunisse
Mumps	Oreillons
Measles	Rougeole
Otitis (Ear infection)	Otite
Roseola	Roséole
Rubella	Rubéole
Thrush in the mouth	Muguet dans la bouche
Whooping cough	Coqueluche

PREGNANCY

GROSSESSE

From Tiny Tot to Toddler (Mieux vivre avec notre enfant) is a practical guide that contains scientifically supported information about pregnancy, delivery and the first two years of a child's life. It is given to all new Québec parents at the beginning of the pregnancy monitoring and to those involved in an adoption process.

For more information, go to www.inspq.qc.ca/en/tiny-tot

BIRTHING CENTRES

Birth Pavillon

Anna-Laberge Hospital: 450-699-2425, ext.2463

Mother-Child Centre

Hôpital du Suroît: 450-371-9920, ext.2146



PREGNANCY/GROSSESSE

I am pregnant	Je suis enceinte
How many weeks (months)?	Combien de semaines (mois)?
Months	Mois
Weeks	Semaines
Days	Jours
Date of the last menstruation period	Date des dernières menstruations
Previous pregnancies	Grossesses antérieures
Contractions	Contractions
Amniotic fluid	Liquide amniotique
Bleeding	Saignement
Ultrasound	Échographie
Gestational diabetes	Diabète gestationnel
Hypertension (high blood pressure)	Hypertension
Twins	Jumeaux
Roseola	Roséole
Rubella	Rubéole
Thrush in the mouth	Muguet dans la bouche
Whooping cough	Coqueluche

PREGNANCY/GROSSESSE

Breastfeeding Support

CLSC Châteauguay

450-699-3333

ext. 1631

CLSC Kateri

450-659-7661

ext. 163

CLSC de Huntingdon

450-829-2321

CLSC de Saint-Rémi

450-454-4671

ext. 163

CLSC de Salaberry-de-Valleyfield

450-371-0143

ext. 3182

CLSC de Vaudreuil- Dorion

450-455-6171

ext.70345



COMPLAINTS AND SERVICE AGREEMENTS

In addition to receiving complaints about the services offered at their own facilities, the Comissaire aux plaintes et à la qualité des services at the CISSS de la Montérégie-Ouest is also responsible for handling all complaints from the entire Montérégie region concerning:

- specialized rehabilitation services for physical and intellectual disabilities (CRDI, SRSOR, CMR);
- specialized services for autism spectrum disorders (CRDI);
- addiction services - drugs, alcohol, etc. (Le Virage, Foster).

BY PHONE

1 800 700-0621, poste 2462
1 800 694-9920, poste 2280

BY MAIL

Hôpital Anna-Laberge
200, boulevard Brisebois
Châteauguay (Québec) J6K 4W8

BY EMAIL

insatisfactions-plaintes.cisssmo16@ssss.gouv.qc.ca

EMERGENCY CONTACTS

CONTACTS EN CAS D'URGENCE



FIRST PERSON TO CONTACT

PREMIÈRE PERSONNE À CONTACTER

Name/ Nom

Language/ Langue

Phone number/ Numéro de téléphone

SECOND PERSON TO CONTACT

DEUXIÈME PERSONNE À CONTACTER

Name/ Nom

Language/ Langue

Phone number/ Numéro de téléphone

Family doctor/ Médecin de famille

Name and address of the clinic/ Nom et
adresse de la clinique

MEDICAL HISTORY

ANTÉCÉDENTS MÉDICAUX

Allergies:

List of medications / Liste des médicaments

Name/ Nom

Dosage

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Current health problems / Problèmes de santé actuels

Treatments received / Traitements reçus

MEDICAL HISTORY

ANTÉCÉDENTS MÉDICAUX

Medical history / Antécédents médicaux

Such as high blood pressure, diabetes, heart disease, asthma, etc...

Tels que: hypertension, diabète, maladie du coeur, asthme, etc...

Since when? Depuis quand?

_____	_____
_____	_____
_____	_____

Surgical procedures / Interventions chirurgicales

Date

Surgery and complications

Chirurgie et complications

_____	_____
_____	_____
_____	_____
_____	_____

YOUR NOTES



www.mwcn.ca

MONTÉRÉGIE WEST COMMUNITY NETWORK

255 Blvd. d'Anjou, Suite 203,
Chateauguay QC J6J 2R4 450-691-1444

9 Blvd. Montcalm N, Suite 512,
Candiac, QC J5R 3L4 438-455-2747

117 Cardinal Leger,
Pincourt, QC J7W 7A8 514-425-0399

72 Dalhousie, Suite 201,
Huntingdon, QC J0S 1H0 450-264-3596

476 Rue Frontière,
Hemmingford, QC J0L 1H0 514-249-5539

72 Rue des Écossais,
Beauharnois, QC J6N 1Z1 450-691-1444

*Secrétariat aux relations
avec les Québécois
d'expression anglaise*

Québec 



éducaloi

Dialogue McGill

CHSSN

**I need medical assistance and
I don't speak French.**

**Could you please find someone
who speaks English?**



**J'ai besoin de soins médicaux et je
ne parle pas français.**

**Pourriez-vous s'il vous plaît m'aider
à trouver quelqu'un qui parle
anglais?**