

## **New Glen site of the MUHC: the RPCU invites users to get informed**

**Montreal, April 24, 2015** – In view of the imminent move, on Sunday, of patients from the Royal Victoria Hospital to the brand new Glen site of the McGill University Health Centre (MUHC), the Regroupement provincial des comités des usagers (RPCU) wishes to offer reassurance to the Montreal population, with the reminder that the move has been well planned by the management and staff of the institution, and that steps have been taken to ensure the continuity of services during the transfer. The RPCU wishes to applaud the dedication shown by the staff and the ambulance attendants in this unprecedented exercise.

Moving a hospital the size of the Royal Victoria is no easy matter. In fact, this is the largest hospital move ever undertaken in Canada. “This is a huge operation, and all the information is available to the users. To help the transition go more smoothly, we invite users, as well as their families and the public, to follow the instructions issued by the MUHC for this very special day,” said Mr. Pierre Blain, Director General of the RPCU. The web site [www.cusm.ca/2015](http://www.cusm.ca/2015) offers a wealth of information about this transition and the new Glen site.

The RPCU also wishes to emphasize the quality of the information program that the MUHC has created for the population’s benefit. “This sound management practice is an inspiration for other health and social services institutions. We congratulate the MUHC and are delighted that it includes the RPUC and the users among its key partners,” declared Mr. Claude Ménard, Chairman of the RPCU.

The Director General of the RPCU, who has had an opportunity to tour the new Glen site as the guest of the MUHC’s management, said he was delighted to see the extent of the focus on users in this new facility, which is equipped with modern technology. “Users will be the big winners at this new site. For instance, every user will have his or her own private room with enough space to allow their loved ones to keep them company. The equipment in the intensive care rooms is installed on the ceiling, making it much easier to move around. We find that great care has been taken to customize the delivery of care and services to suit the user, in an environment that is professional, scientific and human all at once,” declared Mr. Blain.

Keep in mind that all the specialized services that are delivered at the other sites of the MUHC, i.e. the Lachine Hospital, the Montreal General Hospital and the Montreal Neurological Institute, will continue to be provided there as usual, and that the telephone numbers of the various services and departments may be found on the MUHC’s web site. The users of the Montreal Children’s Hospital will move to the Glen site on May 24, and those of the Montreal Chest Institute, along with certain users of the Montreal General Hospital, on June 14.

*cont’d on page 2...*

Finally, the RPCU still has concerns about the access to the Glen, but the situation will be remedied by the STM thanks to the addition of a new bus route to serve the site, and the construction of a new entrance to the Vendôme metro station in the near future. However, users are advised to get informed before heading out to the Glen site.

**Sunday, April 26:**

**At 5:00 a.m.**

- Closure of the emergency room at the Royal Victoria
- Opening of the emergency room for adults at the Glen

**At 7:00 a.m.**

- Departure of the first patient from the Royal Victoria to the Glen site
- Another patient will be transferred every three minutes
- The care team at the Glen site is ready to receive the patients.

The Royal Victoria will close its doors once the last patient has been moved.

Note: If you require emergency care on Sunday, choose a [different facility in Montreal](#).

**About the RPCU**

The Regroupement provincial des comités des usagers (RPCU) advocates on behalf of users and is the spokesperson for the 600 user and in-patient committees in Quebec's health and social services establishments. The committees' mission is to defend users' rights and to work to improve the quality of services provided to users of the health and social services network. 86% of the user and in-patient committees in Quebec are members of the RPCU. The RPCU also advocates for the elderly and for youth.