

Attendance to appointments

This document is intended for patients and their families

Contact

Name _____

Title _____

Phone number **514-374-1710** extension _____

Document prepared by

Maryse Cloutier, conseillère en planification et développement

Josée Laganière, coordonnatrice en avancement des pratiques en réadaptation

Marie-Claire Rondeau, coordonnatrice qualité processus

In collaboration with

Isabelle Bédard, coordonnatrice du Comité des usagers

Josée Brady, commissaire locale aux plaintes et à la qualité des services

Me Emmanuelle Dorion, avocate

Lydia Garneau, coordonnatrice clinique

REFERENCES

Affiche – Votre présence aux rendez-vous est importante! (CRME 2019)

Contrat d'assiduité : Annexes 8-A et 8-B de la Procédure – Assiduité de la clientèle aux rendez-vous (CRME, 2019)

Contrat d'engagement pour les programmes de réadaptation (CRME, 2016)

Loi sur la protection de la jeunesse (RLRQ, chapitre P-34.1)

Politique et procédure sur le consentement aux soins aux mineurs (CHUSJ, 2015)

Procédure – Assiduité de la clientèle aux rendez-vous (CRME, 2019)

Graphic design

JoAnne Ferlatte

Printing

Imprimerie du CHU Sainte-Justine



Your presence at appointments is important!

We ask you to respect the following rules to allow us to:

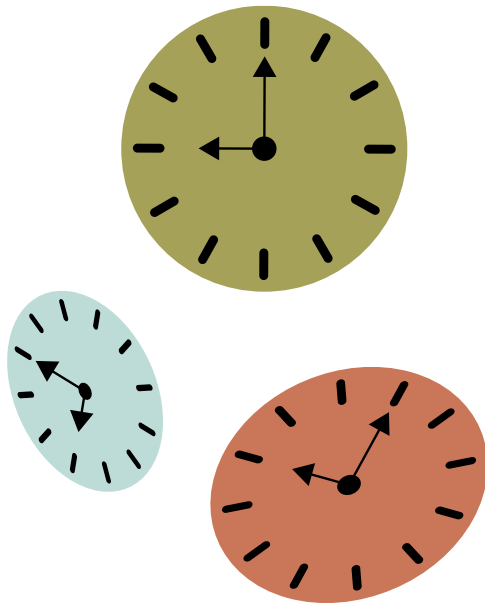
- Make sure your child gets the most out of the therapy we offer
- Efficiently use the staff's time
- Facilitate your involvement in your child's rehabilitation
- Provide services to the most children possible

In order to be able to contact you when necessary

- We would appreciate that you notify us **promptly** of all changes in your contact information (ex.: phone number, email, address)

If you cannot attend an appointment

- Please be sure to call us **as soon as possible** (ideally 48 hours in advance) to allow us to give an appointment to another child



IT IS IMPORTANT TO KNOW...

- If you miss an appointment, it will not be rescheduled
- If you are late to an individual therapy, this session will be shortened by the same amount of time, to not penalize the following child

If you are 15 minutes late or more to a group session

- 1st delay: You will not be able to participate that day
- 2nd delay: You will not be able to participate that day and your child's participation to the group session in its entirety will be canceled

Your child's file could be closed if

- We cannot reach you to give you an appointment
- You do not return our calls or do not reply to our letters within the required time
- You miss three (3) appointments

If your child's file has been closed and you want an appointment

We invite you to contact your clinical coordinator