

Who can I ask if I have questions about my health?



Are you a patient at the CHUM? Do you have concerns about your health that are related to the reason you're being followed at the CHUM? You can call the CHUM Patient Health Line to be assessed by a nurse.

What number do I call?

CHUM Patient Health Line:

☎ 514 890-8086

This service is **only for CHUM patients**. Your call also must **be related to the reason you're being followed at the CHUM**. The CHUM Patient Health Line offers a telephone assessment by a nurse for a non-urgent health problem, 24 hours a day, 7 days a week.

After assessing your situation, the nurse will direct you to the right place and the right expert for your needs. This service is in addition to the service provided by your health care team.

For example, you could call the CHUM Patient Health Line because:

- you have questions or concerns about an operation, an examination, or a procedure;
- you have side effects from new medications or after a treatment;
- you have to look after your own care;
- your health status has changed.

When you call, make sure you have your health insurance (RAMQ) card on hand.



ATTENTION!

If you or a loved one has a serious problem that requires immediate medical care, call 911.

The CHUM Patient Health Line is not an emergency service.

Do you need to change or cancel an appointment?

- You can do this online at the CHUM website:
[Chumontreal.qc.ca](https://chumontreal.qc.ca)
In the banner at the top of the website, click on **Patients et visiteurs → Mes rendez-vous**, then **→ Gérez vos rendez-vous en ligne**
- Or you can call the Appointment Centre:
Monday to Friday, from 7:30 a.m. to 5:00 p.m.
☎ 514 890-8051 ou 1 855 769-5842 (toll free)

Do you need general information?

- Visit the CHUM website:
[Chumontreal.qc.ca](https://chumontreal.qc.ca)
- Call the Patient Contact Centre for CHUM patients:
☎ 514-890-8000 (option 0)



Questions

Write down any questions you want to ask your care team so you don't forget anything.





Resource people and contacts

Write down phone numbers, email addresses and websites that could be useful.





USEFUL RESOURCES

Other CHUM health fact sheets are available. Ask your care team which fact sheets can help you.



You can also read them online.

chumontreal.qc.ca/fiches-sante

The content of this document in no way replaces the advice of your healthcare professional.

To find out more about the Centre hospitalier de l'Université de Montréal
chumontreal.qc.ca