

**CHISASIBI**  
**Visitor's Guide**



**For**  
**Medical Students**  
**Residents**  
**Physicians**  
**Specialists**  
**Nurses**

2008

*Reproduction in any way of this document is strongly encouraged and recommended*

**Dear Students and residents,**

Watchya!

It is with great pleasure that we greet and welcome you among us.

We hope you enjoy your time at the Chisasibi Hospital and that your time with us will be rewarding, and memorable.

In this package, there is general information on Chisasibi and the hospital

This package contains MUST-READ guides:



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## 1. General Information

### CHISASIBI

- ❑ Chisasibi means "big river" in Cree ("La Grande Riviere").
- ❑ The population is a mix of Cree, Inuit and Non-native people. Of course, most of the population is Cree.
- ❑ The community was formerly located on Fort George Island, but was relocated to the mainland in 1980 .

### CREE PEOPLE

- ❑ The families are big; it is **not** unusual to have 10 (or possibly even more) people living in the same house.
- ❑ When meeting someone, shake hands, smile and say "Watchiya" (Cree greeting).  
Watchiya also means goodbye.
- ❑ Some Cree people are shy and may not approach you. You may need to go to them and encourage them to talk.

### CREE LANGUAGE

You can read Cree just like you would read English. Remember that the faster you pronounce words, the closer you get to the real pronunciation...  
Their written alphabet was created in the 19<sup>th</sup> century by a Scottish discoverer. Inuit people use the same one (syllabics).

**Most of the Cree speak English but prefer Cree. Do not worry; there is usually somebody around to translate.**

### WEATHER

Temperature in all seasons may vary widely.

	DECEMBER	JANUARY	FEBRUARY	JULY
Average	<b>-15C</b>	<b>-23C</b>	<b>-21C</b>	<b>+13C</b>
Average minimum	<b>-19C</b>	<b>-28C</b>	<b>-27C</b>	

SUMMER (June – August): Beware of mosquitoes and black flies (mainly in the bush)

SPRING (April – June): Rubber boots are useful (spring thaw)

WINTER (November – March): Bring a warm coat, boots, mitts, and hat. It might get as cold as -40 C, or colder!

## UPON ARRIVAL IN CHISASIBI



### ARRIVAL AT THE AIRPORT:

After picking up your luggage, the hospital driver should be there waiting for you. **MAKE YOUR PRESENCE KNOWN** either by asking at the Air Creebec desk to point him out to you, or go outside looking for a dark blue econoline-like van with this sign on it (see the Cree health board sign, to your left).

### ARRIVAL AT THE HOSPITAL:

Seek out the doctor's office; deposit your luggage there temporarily. Then ask one of the MDs to show you around and begin the orientation.

### GETTING YOUR TRANSIT/APARTMENT KEY:

Your key should either be waiting for you at the secretary's desk of the clinic or with our secretary, Jacynthe (local 4204).

You will receive an orientation upon your arrival from a permanent physician, but please take a few moments to read these notes. A solid understanding of how the hospital functions will save you time and headaches in the long run!

### LODGING:

- ❑ The Health Board has several transits for health workers. In general, they are pretty well equipped and all the appliances and dishes you need are available. The three main transits presently in use consist in 2, 4 and 6 rooms. All of them have washing machines and dryer but no dishwasher.
- ❑ Towels, sheets, toilet paper, dish soap are provided by the Health Board. Detergent usually is not provided.
- ❑ Every transit has a TV with cable and a DVD player.
- ❑ All the transits are within walking distance from the hospital.

You will be staying in a house (called a "transit"), which you may be sharing with other medical specialists (*dépanneurs*). Please keep the transit clean and tidy up before you leave as a courtesy to the next visitors. Please return the keys to the medical secretary. Do not give the keys to the next *dépanneur*.

### MEAL TICKETS:

You can purchase meal tickets for lunch and supper (approx. \$4.50/ticket). They can be bought at the nursing secretary's station between 11:30 and 12:00 pm. Meal tickets are unavailable at mealtime. Buy them before!

## GENERAL ADVICE

- ❑ All **opening hours** can change without notice, especially during the holidays. Often, there is no schedule on the door, so you have to check while it is still open.
- ❑ The relaxed environment makes life less stressful than it is down south. Therefore, people are not as addicted to time as south people are. Hence, consider that events may take place 30 minutes to an hour later than expected.
- ❑ Make sure you check the **due date** on the products when you buy, sometimes it is due for the next day, and it is frustrating to have a whole loaf of bread to eat in one night...
- ❑ **Telephone:** The telephone system in the hospital makes your transit's phone number an extension number. Therefore, if you call anywhere in the hospital or to the hospital transits, you only have to dial the 4 digits extension. To call an external number, dial 9 first. If you want to call long distance, dial 0. Ask the hospital operator to get you a *Telebec* operator. Then you can tell whether you want to use a calling card, a call me card or a collect call. If you use your calling card and the operator assists you, no matter your long distance plan, you will be charged \$1,75 plus \$0,39 per minute (Total = \$2,14 for the first minute and \$0,39 per minute afterward) unless your telephone company uses a 1-800 or 1-888 number (ex.: AT&T). If you are calling collect, you will be charged \$3,00 plus \$0,43 per minute (Total \$3,43 for the first minute and \$0,43 per minutes after). Therefore, we suggest you ask your friends and relatives to call you, or to simply avoid long distance communications... It is possible to use a bell calling card from a public phone. There are several public phones in most of the buildings including the hospital. By far the **easiest way** to make long distance calls is **with a calling card** that uses a 1-800 number. Such cards are easy to find on the internet.
- ❑ There is a **tourist guide** written by *Roxane Fraser* that you should take a look at. The information on Chisasibi is not perfectly up to date, but it gives a good idea of what to do in the area. Ask Dr Jimmy Deschesnes if you cannot find it. It is called: *Baie James, LE guide touristique* (in French only). You can also consult a tourist guide from the government of Quebec made for the James Bay Municipality and a guide for health professionals working among the Crees called *The James Bay Experience*. All these booklets are available somewhere in the hospital. Do not hesitate to ask for them!
- ❑ **Bicycle** remains the most cost-effective transportation vehicle, and it is good exercise too!
- ❑ **Hitch hiking** is maybe safe for men, possibly hazardous for women. Try to not travel alone. You can ask the hospital driver to come and pick you up if you are going to the hospital, especially at night.
- ❑ **Walking** alone after dark might be interpreted as if you wanted to be picked up, especially if you are a woman.
- ❑ **Taxis:** There are two taxis companies in Chisasibi: *Martinhunter Taxis* and *Chisasibi Taxis*. *Martinhunter* taxis are fancier and newer, but are more costly. *Martinhunter Taxis:* 819-855-3241 and *Chisasibi Taxis:* 819-855-3112

- ❑ The **community radio** remains the best way to get yourself a lift wherever you want to go. People travel a lot and usually, Suburban jeeps allow enough space for an extra individual.
- ❑ When travelling and walking **in the bush**: BE CAREFUL!!! Hunting season is all year round. Wear bright colours and let people know you are there. Let someone in town know where you are going and when you should be back.
- ❑ **Wildlife**: As you will probably notice, wild animals are common. Geese, porcupines, beavers, skunks, foxes, wolves, black bears, muskrats, caribous and moose remain the most common. Wolves are usually scared of humans, and so are bears. Nevertheless, if you surprise a bear by being silent, it might get scared and attack. Hence, be noisy... other animals **are not** dangerous unless they have rabies. Rarely will the moose and caribou charge.
- ❑ **Rabies** is prevalent in the James Bay area. Be careful and do not approach any animal that looks unusually tame (crazy-looking, foaming at mouth). If you get bitten, wash the wound and seek medical assistance as soon as you can.
- ❑ **Bugs** are part of the summer life up north. Since the town is pretty windy, you should not be bothered unless you seek humid places near trees and in the bush. On the other hand, if you do not bring bug repellent when going out in the bush, you will have the worse time of your life, especially in late June, July and early August. We suggest you get a net, or a cap, especially if you cannot stand the itchiness of bites...
- ❑ **Canada geese** migrate North in May (short necks), June (long necks), and they migrate south in August and September, Most families go to hunting camps and the town becomes deserted. School has **Goose Break** in the spring and in the fall (for hunting).
- ❑ **Flora**: The forest is called taiga. Trees are pretty small and usually very old when tall. Lichens on most of its surface cover the ground. A 1sq meter of lichens can take years to grow. Hence, be respectful and avoid walking on lichens or destroying the soils as much as possible.



## **2. Chisasibi Commercial and Administrative Buildings**

### **COMMERCIAL CENTRE;**

Yellow-greenish building next to the hospital

#### ***Ground floor:***

- Northern Store  
(855-2710)

It is a grocery store and a general store. It is the biggest in Chisasibi. Trucks usually arrive on Tuesdays and it is the best time to go shopping. During the weekend, the shelves might get pretty empty... They will charge you the taxes just like in the South. You can buy groceries, clothes, fishing rods, birthday cards, shoes, toys, household goods, etc. You can pay by cash, VISA, or *Interact* card.

Opening hours: Monday to Friday 10AM to 7PM  
Saturday 1PM to 5PM  
Sunday 1PM to 5PM

- Co-op  
(855-2828)

The food store is owned by the Cree people of Chisasibi. Many things are cheaper there (some are more expensive, be aware) than at the Northern, and they do not charge the taxes. It is smaller and they keep less variety of food than at the Northern. Trucks usually arrive on Tuesdays too. They bake croissants, cakes, and cookies, but you have to be quick to get them. They only have 4L milk bags. There is a small freezer where you can sometimes find fish or meat hunted by someone from the community. It also goes fast... You can use your cash or *Interact* card to pay, but **no** credit card.

Opening hours: Monday to Friday 9AM to 8:30PM  
Saturday 10AM to 5PM  
Sunday 1PM to 5PM

- CIBC  
(855-2803)

The bank is just like the ones in the south. Moreover, it is fully equipped with a 24 hours *Cirrus* automatic bank teller.

Opening hours: Monday to Wednesday and Friday 10AM to 3:30PM  
Thursday 10AM to 5PM

-The First Nations Bank branch

It is a subsidiary of TD Bank, the green Machine can be found in the administration building.

- Post Office  
(855-2890)

You can find stamps and send your mail through *Express Post*. There is a mailbox outside the office, open 24 hours. Mail (with stamps) can also be sent from the hospital, but it may take a bit longer.

Opening hours: Monday to Friday 9AM to 5PM

- Checkers

Older men used to play on a checkerboard made of stone on Fort George island beach. They continue this tradition at the commercial centre on the picnic tables. Fast pace, Indian rules...

**First floor:**

- Hotel \*\*  
(855-2838)

If you want to get some tourist information, you can ask the receptionist who might give you interesting hunting plans for caribou.

- "Dépanneur" (General Store)  
(855-2624)

It is open later than the other food stores. It is also **a lot** more expensive to buy groceries there, although it is the best place for candies, chips and chocolate. It is located on the Old Arena's east side facing the hospital.

Opening hours: Monday to Friday 9AM to 11PM  
Saturday and Sunday 10AM to 11PM

- Niskafe (Goose Café)

It is a small coffee shop. You can get in using the main entrance (First Nations Bank). They sell sandwiches, soups, juices, and deserts at lunchtime. They sell fresh ground coffee by the weight; it is cheaper than anywhere else (no tax). It is open at night for **Karaoke** (8PM to midnight on Tuesday, Thursday, and Friday) and it is actually very popular!

Opening hours: Monday to Friday 8AM to 4PM  
Plus the Karaoke nights

- Cree Trappers Association (CTA)

It is an office hidden between the "Dépanneur" and the TD bank. It is where you can get a permit for fishing in Category II territories.

Opening hours: Monday to Friday 9AM to 5PM

**Second floor**

- Cree Board of Health and Social Services of James Bay (CBHSSJB)  
(855-2844)

Finance, Human resources, Nutrition, head office, Director of Professional services, etc. are on the second floor. You can get an idea by looking at the organization chart, most of the directors work there. There is also a conference room to meet if you get tired of the only one in the Hospital.

Opening hours: 9 AM to 5 PM, Monday to Friday

**ARENA: JOBS MEMORIAL GARDENS**

(Grey and blue building, facing the Commercial Centre)

- Arena  
(855-2918)

Rather new full size arena, great for ice-skating, hockey and broomball in winter. In summer, young hockey fans play roller hockey... There are some summer events: kung fu show, Cree Chisasibi Dance Invitational (fiddlers and square dancing), music concerts, big weddings (more than one couple getting married at a time), summer figure skating school, etc. You can check the Summer Calendar posted in the main buildings.

Opening hours: may vary...

**MITCHUAP BUILDING  
(Huge metal tepee)****Ground floor:**

- Fitness Centre

Nice little Gym to bulk up before showing up on the beach down south. It is fully equipped (treadmills, Stairmaster, weights, etc.) and almost nobody to watch you work out. It costs \$4/visit, \$10/week and \$40/month. Free for *dépanneurs* and learners. Prices and hours may change. Important note: despite the official opening hours, you may find the gym closed without any notice, especially in the morning and on Sunday (or during particularly bad weather).



Opening hours: Monday to Friday 9AM to 9 PM  
Saturday and Sunday 3PM to 9PM

- Mandow Agency  
(855-3373)

Acts like a tourist office, but isn't really one. They organize fly-in hunting and fishing trips, boat rides in the Bay, meals in a tepee, etc. The one thing you should get there is a map of the northern regions of Quebec. Since the map is not precise enough to help you in the Chisasibi area. You can also get more tourist info at the hotel.

Opening hours: Monday to Friday 9AM to 5PM

### **First floor:**

- Community Radio  
(855-2527)

The local radio is 101,1 FM (affiliated with CBC North). It is in Cree, but if you need to make an announcement, it is the best way. You can speak English if you have someone with you to translate afterwards. There is Bingo on the radio on Monday and Wednesday at 7:30PM. You get French news from CBC at 7:00 and 8:00 in the morning. There is also a French station around 94 FM, CBC North French on 103,5, and CBC North English on 105,1, if ever you can catch them...

Opening hours: Music 24 hours a day but opening hours may vary...

### **MAIN ROAD CIRCLE**

(see town map)

- VJ'S Video and Ice Cream  
(855-2217)

They rent movies in English; there is a good selection of new movies. You can rent a DVD machine (\$15/day), and they have DVD movies and Play Station games. New releases cost \$5/day (no tax) while *Disney* and oldies cost 2\$/day, and it is a dollar extra if you bring it back after 6:00 PM the day after. They sell chocolate bars, chips, etc. On the other side of the same building, they sell ice cream and milkshakes, almost like at Dairy Queen, during the summer only.

Opening hours: Monday to Sunday 1PM to 11PM

- RONA store  
(855-2078)

You will find everything you need for your car, house, boat, and dog... Some winter and hunting clothing is also available.

Opening hours: Monday to Friday 10AM to 6:30PM  
Saturday 10AM to 5PM

- Michel Tournay, Aurora Borealis Photographer

He is a nurse who has been working at Chisasibi Hospital for a long time. He is a very good photographer, he has great pictures of northern lights and wild animals that you can see and buy from him directly if you wish. He lives at the Old Police Station (greenish and brownish building next to the Anglican Church, side facing the churches), the stairs on the left. You can call him to take a look at his latest or most famous pictures at 855-2412

- Churches

There is a Catholic Church and an Anglican Church. The Catholic services are Sundays at 10:30AM (if the Priest is in town...) and the Anglican service is on Sunday at 10:30AM and 3PM in Cree and at 7PM in English.

- School (James Bay Eeyou School)

It is a primary and secondary school. Pre-kindergarten to Grade 3 is taught in Cree, after that students are taught either in French or English.

- Ball fields (2)

Sometimes hospital team plays softball against other teams. There are several tournaments held during the summer.

- Anjowbwa Day Care Centre

Anjowbwa means "cute" in Cree. The day care centre accepts children from infancy to five or six years of age. Cree children as well as visitor's children are accepted.

#### **RESTAURANTS:**

There is a pizzeria and a coffee shop. Pashmoar pizza delivers (855-2080, order in advance!).

### **3. Places to Visit and Things to do**

#### **Activities:**

Depending on the season, you may want to bring your bike, X-country skis, snowshoes, skates, roller blades, fishing rod, etc. If you forget your equipment, people will be happy to lend you theirs.

#### **HYDRO-QUEBEC'S DAMS**

(1-800-291-8486)

You can visit LG1 and LG2. LG1 is fairly close to Chisasibi (35 km) and can be quite easily reached by bicycle by the paved road. Hydro-Quebec organizes free visits all year round, starting from Radisson (LG-1 or LG-2). For more information about the visits, see the Hydro-Quebec information sheet. For an interesting discussion, ask a Cree what they think about the dam and you will get the other side of the story.

#### **JAMES BAY COAST**

There are several places that give you a nice view of the bay. The closest one to Chisasibi is accessible via the main road, if you go west instead of east (opposite to Radisson). The 15 km route is not paved but otherwise is in pretty good condition. The best way to cover the distance is probably by car, if you have one. Otherwise, biking is OK if you like "wash-board" surfaces... Good shocks are very helpful! Ask a family to take you out into the Bay by freighter canoe (large green canoes). There are many islands and the weather is extremely variable. If you are lucky, you might see seals or possibly even beluga whales. Lots of jellyfish, seaweed, seagulls, eider ducks can be found. It is an area with wide-open sea and salt water. A lip balm is strongly recommended as you can get dry lips and windburn. Another place from which you can have an impressive view of the bay is at **Long Point** (See below).



#### **LONG POINT**



Very nice spot on the coast of the Bay, 20 kilometres north of Chisasibi (see regional map). The only road that can take you there passes across LG1's dam. You need to take the 48 km gravel road, that makes the distance from Chisasibi much longer than it would be by plane (85 km instead of 40 km). However, the visit is definitely worth it. There are several trails in the area that bring you to ponds, lakes, and to see the rocky shoreline. These are great places to picnic, hike and camp.

#### **"BIG RIVER"**

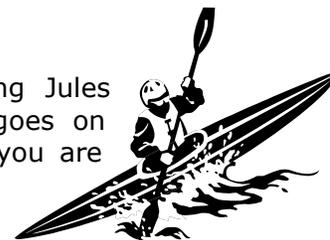
The Great River (La Grande) is the one going along Chisasibi. It is, as its name states a very long and wide river. You can get to the river through several access ramps in Chisasibi (see town map). You will also find many places to go down the river as you are going to the Bay (see regional map). If you want to go on a boat trip, ask



someone who owns one of the many boats in town. You can also ask the radio to make an announcement. It is possible to swim there depending on the tides and current (if you are not afraid of cold water). The nicest beaches are near cluster D4 (see town map) and kilometre 0 (see regional map). There is a nice trail along the river for walking or mountain biking.

### **CANOE**

You can get some information about canoe rentals by contacting Jules Quachegan at 819-855-2878 #416. Dr Jimmy Deschesnes also goes on canoe trips sometimes, you can ask him if he is planning one if you are interested. Ask him one of his good canoe/camping stories...



### **FORT GEORGE**

Fort George is the island where the Chisasibi community was previously situated before Hydro-Quebec built the dams. It is located on the way to the Bay (see regional map). There used to be a "ferry" to get to the island, but now, the only access to the island is by boat. A few elders still live on the island and Cree people from Chisasibi often have a cabin on the island. Let people know you want to go there; you might get a boat ride. If you pay, you will find one for sure... In July, the Mamoweedow gathering is held. It is a traditional gathering where Cree families come to the island and celebrate their culture. They honour relatives and elders that are buried there. Everyone is invited!

### **VISIT A TEPEE**

As you probably noticed, there are many tepees all around town. Although people would probably not mind if you take a look inside without their permission, we strongly suggest you ask before. They use it as a kitchen, sharing it with others for cooking, like a barbecue.

### **ATTEND A WALKING OUT CEREMONY**

This ceremony is one of the most popular and traditional ceremonies that the Cree are still celebrating. In short, it celebrates the first time an infant about one year old (usually around the age kids begin walking on their own) touches the ground for the first time and takes his or her place in Cree society, boys for hunting, girls for cooking and taking care of the fire. For the occasion, boys are dressed like little hunters and girls are dressed as cooks, carrying firewood, with traditional clothes. The walking out is supposed to occur at sunrise, but sometimes it happens a little later... A big feast follows the ceremony; cooking goose, beaver, caribou, and bannock (typical native bread) in the tepee. The best way to attend the ceremony is to get invited by someone you know who is going. You **do not** have to bring anything to eat or drink but it is always appreciated. (If you are not a very good cook, juice remains the best).

### **CAMPING**

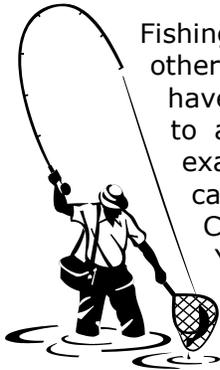
Camping is one of the wildest activities you can practice in the north. The campsites are numerous since you can almost camp anywhere you want without anyone to bother you. Just make sure you get warm sleeping bags and clothing since the weather can change rapidly. Moreover, avoid swampy areas if you do not want to wake up floating in your tent... Do not forget to bring insect repellent!



## AURORA BOREALIS

James Bay, due to its northern location, allows you to have opportunities to see northern lights quite often. Solar winds (sun spots) reach their peak every 11 years (1989, 2000, 2011, etc.). Although they may be seen all year round, the best moment of the year to see them is when the nights are long, in December or when there is a big solar flare. Nevertheless, if you get a clear dark sky, you might see some all year long. If you wish to know more about Aurora Borealis, you can ask Michel Tournay (see above) to tell you about it.

## FISHING



Fishing probably is one of the most popular activities among the Cree and any other person living in town! The lands are separated in 3 categories, which you have to locate before going on a fishing trip. Category III land is open for fishing to anyone with a provincial permit, which costs around \$15 for fishing (for example, the Big River shores are Category III). Some rivers are considered category I land. You can fish in category II land with a permit from the Band Council that you can get from the Cree Trappers Association in the Old Arena. You cannot fish in category I land: it is for natives only. Anywhere else you want to go fishing, you should be asking about the type of land it is. Fines are expensive, and there are several government agents going around. You can get a provincial permit down south, in Radisson, and sometimes in Chisasibi. Sherman Herodier is the one to talk to, at the Mitchuap at Mandow Agency. Of course, the Cree can fish wherever they want, any time of the year. If you want to go to an outfitting camp, try Mandow or Nadockmi outfitting.

## SPRING WATER SOURCE

It is a really nice spot, just outside of town at km 10 to the north side of the road. There is a clean spring water source where a lot of people get their drinking water. You must filter it, if you do not want sand and extra proteins in your glass..Coffee filters work, but it is faster with a thin cloth. You can also get a very nice view of the river. (See map)

## BIKING

There are not a lot of paved roads around, so if you have a mountain bike, you are better off. But any bike will do. The road to Radisson is paved and the road around town as well. Some trails lead you into the bush. Therefore, make sure you are not on private land. There is a trail that can lead you the sewage plant and another one to the airport (see town map). From kilometre 0, you can continue along the river (see regional map). All the way down, there are some nice spots for picnic sand fishing. LG-1 is also reachable by bike (a little more than 30 km), but do not forget that it is often harder on the way back because of the prevailing northwest winds.



#### **4. More information about Chisasibi**

##### **NEWSPAPER**

*The Nation* is the newspaper for the northern aboriginal communities (Cree and Inuit). It is published twice a month.

##### **WEB SITES**

There is not much on the internet about Chisasibi. Some pages from the government or tourist organisations provide information on Chisasibi. There are also a few pages about its culture and the traditions.

[www.gcc.ca/Communities/communities.htm](http://www.gcc.ca/Communities/communities.htm).

The Grand Council of the Cree web site. Each community has a web page.

[www.aircreebec.ca](http://www.aircreebec.ca)

To have info about flight times

[www.afn.ca](http://www.afn.ca)

Assembly of the First Nations

[www.indianamarketing.com/nations!/chisa-f.htm](http://www.indianamarketing.com/nations!/chisa-f.htm)

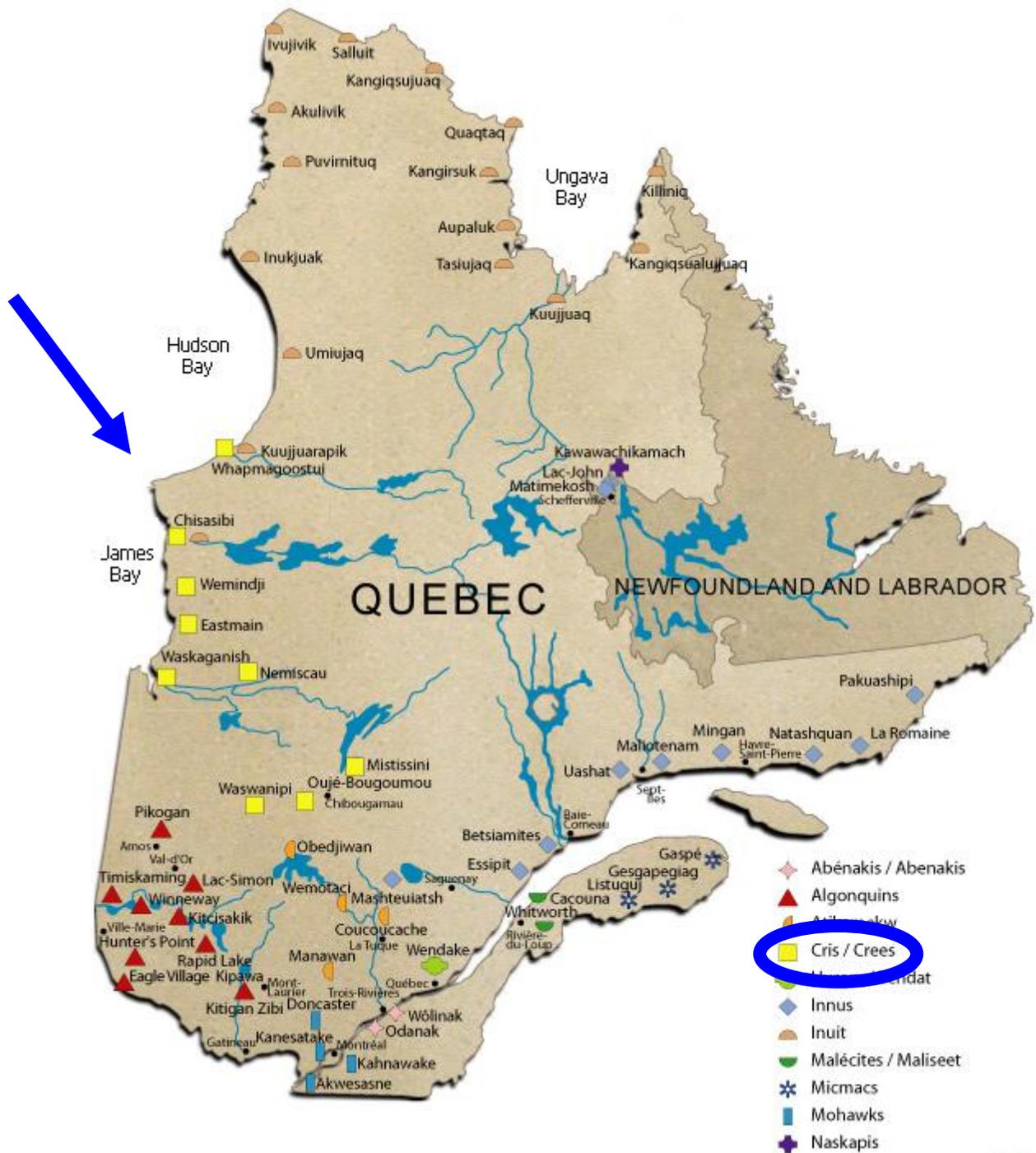
[www.ojori.com/outdoor/er18hike.htm](http://www.ojori.com/outdoor/er18hike.htm)

About hiking, wildlife observation and other activities

<http://mandow.ca/>

The tourist office in Chisasibi

### 5. MAP CREE TERRITORIES

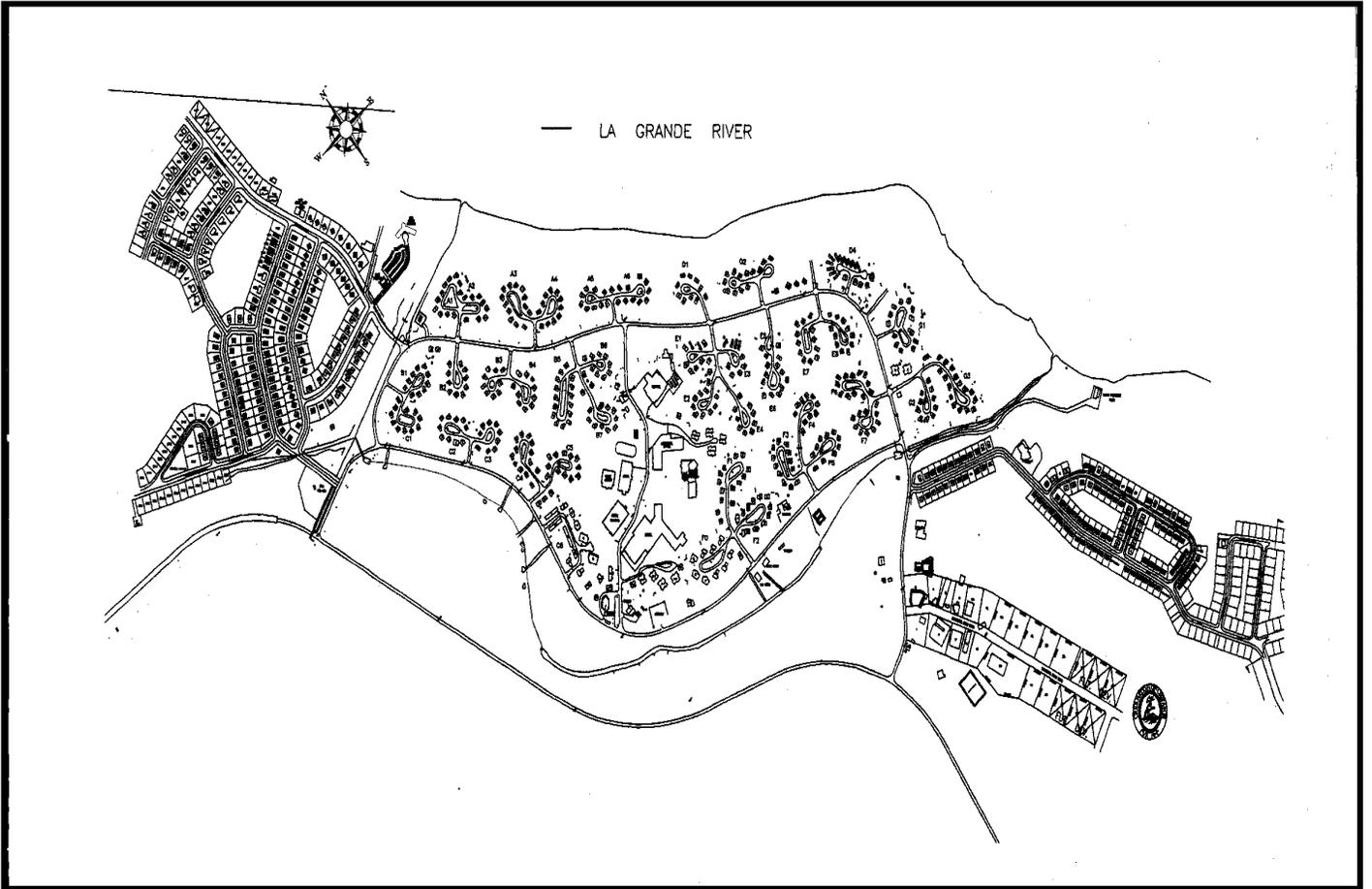


Affaires indiennes et du Nord Canada

Indian and Northern Affairs Canada



**MAP CHISASIBI**





## AT THE HOSPITAL

### Morning rounds:

We start at 9:00 am. Every morning from 9:00 to 9:30, all physicians meet in the doctors' office to discuss admissions and interesting cases seen by the doctor on call or any other physician.

### End of the day:

Appointments end at 5pm. We officially end at 6pm.

### Walk-in Clinic

This is a walk-in clinic/Emergency room. We see an average of 50-60 patients per day. This is where you will spend most of your time.

### Schedule:

The clinic is staffed by 2 doctors and nurses on weekdays from 9am to 6 pm. Weekday evenings and weekends are covered by the MD on-call at that time.

Lunchtime begins sometime **after** 12:00, and ends at 1pm. However, the clinic remains open during this time.

The **schedule** is posted in the clinic and you should get a copy when you arrive.

### Triage:

- Priority 1** = Patient requires immediate resuscitation
- Priority 2** = Patient should be seen within 15 minutes
- Priority 3** = Patient should be seen within 30 minutes
- Priority 4** = Patient should be seen within 60 minutes
- Priority 5** = Patient should be seen within 120 minutes

For priority 1 or 2, the patient goes straight to crash room and a physician is called immediately. The MD takes the charts in the order they arrive, with priority 3 and 4 always taking precedence over priority 5.

### Rooms:

Rooms 2, 3 and 5 are usually reserved for walk-in patients.

Rooms 4, 6, 7 and 10 are used for both walk-in and *rendez-vous* patients.

Room 11 is usually used as the casting room, and is often used by nurses to give nebulizer treatments.

Room 9 is the best room for doing gynecological exams (and is reserved for this purpose). It is preferable not to see non-emergent patients in the crash room.



Translating:

If you require a translator, ask the receptionist (usually Minnie or her replacement). Most often an English-speaking family member is present to translate.

Orders/Treatments to be done IN THE CLINIC:

If the patient needs to have blood drawn, an IV started, or medications administered, you can **write the order in your note**, and place the chart in "For Treatment" slots near the receptionist's desk. However, it is always preferable to **tell the nurse yourself**, as sometimes these charts are not noticed for some time.

Students must have their orders countersigned by a resident or a physician.

For all EKGs, a form must be filled out. Each one must be initialed by a physician.

Orders/appointments to be done AT A LATER DATE:

For appointments to be booked, please write **CLEARLY** and use the following formula:

- **RDV with MD/Nurse in X weeks/months** (RDV= *rendez-vous*).

If the patients must be seen within the next 2 weeks, tell the patient to come back in Walk-in clinic (as it is too short a time to allow for a booked RDV).

For blood tests to be booked, please write **CLEARLY** and indicate all the specific tests as such:

- **"blood tests wanted" in X weeks/months.**

It is suggested that you **circle** the order or put an **arrow** or a **star** next to it, to make it clearly visible.

For **X-rays or EKGs**, fill in the respective form and **give it to the patient**. Inform the patient of when to come back to get the exams.

What to do with the chart once you're done:

There are 2 main boxes:

The "to be filed by the secretary" slot: for any future RDVs or blood tests *And*

The "to return to archives" slot: If the patient does not need any follow-up.

Medication Prescriptions:

New prescription paper with a carbon copy is available now. They are kept in a separate part of the chart (section "Rx").

Non-urgent Consultations:

There are 2 types of consultants

Consults for specialists that COME TO CHISASIBI (*Chisasibi is visited periodically by General Surgery, Gynecology, Ophthalmology, ENT, Pediatrics specialists*): fill out a **consult, leave it** in the chart and put it in the **"Consultation" slot**.



Consults for specialist "down south" (eg: Val d'Or/Amos/Montreal): fill out a consult **PLUS a "demande de rendez-vous" form**, and then put it in the "Consultation" slot

To consult a specialist over the phone for advice or to transfer a patient, you can call Val d'Or (cardiology, respirology, general surgery, pediatrics, obstetrics and gynecology), Amos (orthopedics) or the MGH (Montreal). For general pediatrics we also often call the chief medical resident at the Montreal Children's hospital, who may be extremely helpful, or Dr. Saylor, our pediatrician for less urgent cases. CT scans are done in Amos and Val D'Or. **Note: to know exactly where to refer a patient, refer to "Corridors of Care 2007".**

Urgent Consultations/Transfers:

If a patient's needs to be transferred, they are usually sent to Val d'Or or Montreal (**see "Corridors of Care 2007"**). To arrange a transfer by charter for a patient leaving from Chisasibi, **contact the nursing coordinator**, she/he will organize everything and tell you which form to fill. If in doubt, speak to a permanent doctor, your 2<sup>nd</sup> on-call.

Special Tests:

For tests to be done "down south" (eg: Val d'Or/Amos/Montreal), fill out the appropriate form (ask a colleague if unsure) **PLUS fill out a "demande de rendez-vous" form** for the CPS (Cree Patient Services), then submit it to the (CPS) nurse for booking.

**Note: to know exactly where to refer a patient, refer to "Corridors of Care 2007".**

**Rendez-Vous Clinic (RVC)**

Patients are booked every 45-60 minutes for students/residents, and you must call them from the waiting room. Usually, room 10 is used for RVC, but you may also use room 4, 6, or 7.

If you need blood work to be done immediately, ask a nurse in the clinic. For non-urgent orders and appointments, follow the same instructions as above.

**Community health Clinic (SC or LTC or MP)**

You may be scheduled a variable amount in this clinic. Most are 60 minute time slots for students/residents. The Community health clinic is in the white trailer to the far left behind the hospital. You will also be expected to answer questions from nurses (eg: prenatal, INRs, etc).

Prenatal clinic:

Prenatal patients should be weighed and have their urine analysis (prot/glu only) done before you see them. The prenatal sheets are found on the inside left cover of the chart. When ordering a prenatal ultrasound, please note the weight of the patient on the requisition. For patients leaving for their deliveries, please fill out the **Air Creebec authorization** and **MRSA screening form**.

Well-baby (with specified "BB" on the schedule):

Well-babies are seen on Tuesdays, in the SC building. Babies will be weighed and measured before you see them. On weekdays, a nurse will give the vaccination after you see the patient. If you do give a vaccination yourself, please enter the information on the vaccination sheet located at the end of the "SC" or "MP" section of the chart.

For well-baby visits, you do not need to write a note, but please **fill out the standardized well-baby clinic sheets** (found in the "SC" or "MP" section).



When you ask for a consultation with a specialist, please fill out the form yourself and sign it. Please include a "demande de rendez-vous" form for the CPS (Cree Patient Services) if the appointment is in the south.

Other SC patients (HTN, DM2, Chronic pts):

This is as any other RDV clinic.

Note: if the SC Clinic is full you may be asked to see SC patients in the regular clinic (**in the main hospital**). When you are done with the chart, place it in one of the "To be revised by **community health**" slots behind the receptionist's desk.

### **Medicine (Wards)**

Students and residents are **expected to daily follow ALL patients they have admitted** until they are discharged. The daily follow-ups are typically reviewed with the MD in medicine.

Every two weeks, a different MD is assigned to look after the patients admitted to the hospital. This MD will look after most of the admitted patients during regular hours.

**If, however you admit a patient whom you expect to be discharged or transferred within less than 24 hours or so, this patient will remain under the admitting doctor's care.** For example, this is most often the case in undiagnosed abdominal pain (and some patients with chest pains). If finally they need to stay **more than 24 hours** or so, you may **transfer the case** to the MD in medicine.

Remember to sign out your patients on ward to the MD on call.

### Charts:

The charts in medicine are similar to what you use down south. There are **separate order sheets** for medications and for general orders. To flag your **orders**, turn the dial on the spine of the chart to **red**. A yellow flag means the nurse wants you to do something, usually reorders. Green and blue flags are not used.

### Discharge:

When a patient is discharged from medicine, please write the exit prescription (Please **re-prescribe all of the patient's regular medications as well as any new ones you have added.**

If any of the patient's **regular medications have been discontinued**, you must write this on the **exit prescription** (i.e. **D/C X medication**). Otherwise it will automatically be restarted as an outpatient, even if you did not order it on the exit Rx (because the in-patient and outpatient computer files are separate). Even if you did not change any medication, you still have to write an exit prescription.

### **End of the day...**

The workday usually ends around 6 pm - whenever all the patients who arrived before 6 pm have been seen and all the paperwork has been finished. At the end of the day from 5-6pm, we all **get together to help the doctors working in clinic** to see the last few walk-in patients. We help **go over the lab results** in the lab result slot from Chisasibi and from the villages. We also help **go through the pile of charts** with abnormal lab results. If you have patients in medicine, this is the time to **sign out** to the MD on call (or to receive sign-out if you're on call).



### **On Call**

On weekdays, on-call starts at 5 pm, until midnight (or 9am-midnight on weekends). If it is quiet, the MD on call may go home for the evening and ask you to call him/her for every patient you see. She/he may then review the case over the phone or come in to see the patient with you. The on-call doctor sleeps in the hospital at night. The physician on-call carries the **1<sup>st</sup>-call cell-phone**. **All trainees, at all levels of training, are expected to review every case with the doctor on call.** They may take first call from the clinic and ward.

There are always two doctors on call (first call, and second call). The **second call** doctor is available for major emergencies, patient evacuations requiring an MD escort, second opinions, and deliveries. She/he carries the **2<sup>nd</sup>-call cell phone**.

### **Calls from Villages and "Bush Calls"**

The different villages on the James Bay territory are not all served by full-time physicians. In particular, Wemindji, Nemaska, Eastmain, Waskaganish, Waswanipi and Ouje-Bougamou have only nursing stations and are visited periodically by a doctor. Mistissini and Great Whale have permanent physicians, but occasionally they will be away and not have a replacement.

The nurses frequently call us in Chisasibi for advice. All outside village calls are to be dealt with by the staff doctor. **Students/residents do not cover these calls.**

### **Investigations:**

#### Accessing the computer:

To access results directly in the computer (in clinic or on ward), you need to use the following **username and password: depamede** (in small letters). This may be useful as there is often a few days delay until the printed results get to the chart.

#### Serum tests:

Most basic lab tests are done here: CBC, electrolytes, Liver Function, Renal function, cardiac enzymes and troponin, calcium, phosphate, albumin, protein, acetaminophen, PT/PTT/INR, X-match, blood gases, urinalysis, pregnancy tests, TSH, D-dimers, drug levels, quantitative HCG, HbA1C. Basic cultures are done here as well.

Other tests are generally sent out and may take a few days or weeks before the results are sent: gono-chlam, c-reactive protein, hepatitis serologies. Ask a physician, nurse, or laboratory technician for more information.

#### Blood Products:

The lab has a limited supply of blood and blood products (frozen plasma, cryoprecipitate, IVIg, possibly others).

#### X-rays:

X-ray requisitions can be filled out and given to the patient who is directed to the radiology room or given to the nurse. When the films are done, the green requisitions will be brought to the clinic. After reviewing the X-ray on the computer, you may write your preliminary impression BUT only a staff doctor may write the final impression in the "Doctor's comments" box which is stamped on the requisition. As well, you should **write Treated or Not treated** (e.g.: Antibiotics given or Cast applied). In doing so, when the report comes back with a positive finding, we will know whether it was picked up or not.



PFTs:

PFTs are done on an elective basis in SC clinic by a nurse. Fill out the form with the patient's height and weight (PFTs will not be done without this information).

ECGs:

ECGs are done in radiology between 9 am and 6 pm and by the nurses from 6 pm to 9 am and on weekends. They are done in radiology unless it is an emergency case in which circumstance they are done in the crash room or on the ward. No matter the situation, a **requisition** should be made for every ECG done (even if serial ones are done on the same patient) as everyone is reviewed by a cardiologist eventually.

Ultrasounds:

An ultrasound machine is available for those physicians who are able to scan. Obstetrical ultrasounds are available when there is a physician present who can do them (Dr. Lefson). At other times, the technician may perform one alone if he or she is trained in ultrasonography, but such ultrasounds are never reviewed by a radiologist.

Pap Tests:

Pap test requisitions **MUST** be stamped with the patient's Medicare number and EXPIRY DATE, as well as the clinical information. This is critical because the pathology lab will send them back otherwise. Therefore, it is often necessary to tell them to call back with their number and expiry date. Ask the secretaries for help with these details. Usually, you can find a photocopy of the Medicare card on the left cover of the chart or on a recent triage sheet.

Gonorrhoea and Chlamydia:

Gonorrhoea and Chlamydia testing is done by a PCR of a urethral or endocervical swab, on the same specimen. The swab is stirred into the fluid in the special test tube for fifteen seconds, then removed **and discarded**. If you leave the swab in the medium, the specimen will not be good and will need to be redone. We also have urine PCR testing for men. **Wet mounts** of vaginal discharge are put in the red top tube and a small amount (about 1 cc) of saline added. They must be taken immediately to the lab.

Urine Analysis:

Urine analysis (dipstick) can be done in the clinic. Samples can be sent to the lab for an automated U/A, microscopy and for culture.

HIV:

HIV testing can be done anonymously. To do this you obtain an HIV chart from Medical Archives. There is a questionnaire to be filled out, patient information in the file to be completed, as well as guidelines for pre-and post-test counseling to be distributed. You should draw the blood yourself (if you can) and identify it only with the special HIV chart number and your name (Dr. xx). The patient is then given a card with the HIV file number, and they are instructed to return in four to six weeks for the results and post-test counseling. It is important that the patient understand that if they lose the card no one will be able to find out their result, and the test will have to be repeated.

Tests After Hours:

The lab closes between 8-10 pm on weekdays and is not open on weekends. There is a technician on call who will do urgent tests. Radiology closes at 6 pm and is available on call after hours and



on weekends. If you feel that the tests can wait until regular hours, please do so (call backs are costly and can be exhausting for the technicians).

### **Other Services:**

There is a visiting **psychologist** (8-12 times a year); **mental health coordinators** can help you plan services for psychological, drug and alcohol problems. There is also a **physiotherapist**, an **occupational therapist** and a **dietician**.

### **Medevacs and Transfers**

For non-urgent transfers, patients are booked on the regularly scheduled flights to Val D'Or, Montreal, Amos, etc. There are no flights on Saturday. When patients need to be transferred more urgently, or cannot go on a regular flight because they require too much care, a medevac (charter) is arranged.

Note: Challenger cannot land in Chisasibi, but only at LG2 (1 hour away), but it always has a doctor and nurse on board.

Sometimes patients are transferred to Chisasibi from other villages. This too may be on a scheduled flight or by charter. These are arranged by the nurse in the village, after obtaining authorization from a doctor. Patients from coastal villages may also go to Val d'Or or Amos, while from the inland villages (Ouje, Mistissini, Waswanipi) they usually go first to Chibougamau.

### **Pharmacy:**

The pharmacy closes at 5 pm sharp. There is a limited selection of medications available in the clinic and in medicine. If necessary the pharmacist is available on call after hours and on the weekend, but we are usually able to manage with what's available in the clinic or ward.

**If you are discontinuing a medication**, write a prescription to "**d/c drug x**" and send it to the pharmacy. This keeps the patient's computer file up to date, and prevents errors with patients refilling medications that should have been stopped. You may request a "medication profile" at the pharmacy if you are unsure about the patient's current medications.

### **Tuesday Meetings:**

On Tuesdays from 1 pm to 2 pm, the permanent physicians are in a meeting. The clinic, however, runs as usual. From 2:30 to 3 pm, permanent physicians participate in a teleconference with the nephrologist.

### **Navigating the Charts (a permanent MD will physically run you through it):**

The hospital charts can take a while to get used to here (and can be quite thick!). Here are some of the basics:

**Allergies** are usually written on a red sticker on the OUTSIDE front of the chart.

- The INSIDE front left cover of the chart should have a **list of medications**, and, if applicable, **diabetes** flow sheets and **prenatal** sheets.
- The top sheet on the right side in the chart is a **problem list** (not always complete). Update it as problems arise.



- **Long-term clinic** patients have a section at the top of the chart where you'll find recent vitals, a list of medications (usually but not always up to date), a list of their routine lab tests with dates, and the name of their physician (who may no longer be working here).
- The next section is the **outpatient clinics** section. Here the doctors and nurses notes from walk-in clinic (on triage sheets), RVC and SC are all together in reverse chronological order. If you are seeing a patient who is admitted to long-term clinic, flip through the chart until you find their last long-term clinic note, where you will usually find a short medical summary.
- The next section is **labs**. **ECG's** are on top, then **X-rays**, and then all other labs in reverse chronological order.
- Most charts at this point are separated into two sections. The next section contains **dental clinic** notes, consults, "**MP**" or "**SC**" (preventive medicine or community health—where you'll find past prenatal sheets, vaccination records, PAP test results, and well-baby sheets and growth curves) and the **admissions to hospital** in reverse chronological order (with the discharge summary on the top of each admission).

### **Students and Residents:**

**All patients** must be **reviewed** and all of the **notes countersigned**. All student **prescriptions** (medications and orders) must be **countersigned**.

### **Hemodialysis**

Currently the unit has approximately 10 patients and runs 12 hours a day Monday, Wednesday, and Friday. As much as possible (i.e. when available), these patients are cared for by one of the permanent physicians, but *dépanneurs* have to cover dialysis occasionally. Students and residents do not have to cover this unit.



## IMPORTANT PAPERWORK

**Please make sure to fill out all the proper paperwork completely.**

### **Admissions:**

Patients hospitalized for more than 24 hours need a full admission note. The note is written on 2 blue-borders sheets included in the "admission package". Also, please fill out and sign the "***Demande d'admission***". Everything is included in the **Admission package**.

If you are discharging a patient, please fill out both sides of the discharge summary.

### **Consultations down South:**

Fill out the consult and append relevant copies from the chart.

Every consult needs an accompanying "Request for Medical Appointment to CPS" (cabinet mid-doctors' desk in clinic). You absolutely need to fill out all sections, including urgency, medications, and allergies. Ascertain to have the patient's Medicare card expiry date if not already indicated on the form.

Please note that most urgent appointments (less than 2-3 weeks) CANNOT be made by the CPS. You have to call for the appointment yourself. Please do so before you leave, otherwise the burden will fall upon another doctor.

### **Pregnant women leaving on the plane:**

You will need to fill out the Air Creebec authorization and the MRSA questionnaire (if positive, you need to take a culture for MRSA in Chisasibi).

### **CHR referrals:**

Fill out the consult please (it is in the far right cabinet under the doctors' desk in the clinic).

### **Consults/elective X-rays/elective ultrasounds in Chisasibi:**

Whenever possible, write the patient's phone number on the consult.

**See examples below.**



**EXAMPLE "REQUEST MEDICAL APPOINTMENT"**

**REQUEST FOR MEDICAL APPOINTMENT TO CPS**

CHIBOUGAMAU     CHISASIBI     MONTREAL     VAL D'OR

Date: Oct 19/05  
Ref. physician: Blah blah  
Con. physician: Super specialist  
Community: Chisasibi

Urgent   
Elective

*if urgent (<3 wks)  
MD must call*

To be organized by CPS  
 Already organized (note info)  
 Need interpreter     Will have an escort

JBNQA #:

**REASON OF CONSULTATION:**

RAMQ #: IMPT.

EXP: ☆

Specialist - cardiologist consult.    *Abroad, need*

Medication: ASA 80 qd

Date: Oct 19/05    Initial: BB    Allergy: None

**TO BE FILLED BY THE BENEFICIARY**

I, undersigned, request that an appointment be made for me by the Cree Patient Services checked above. I understand the importance of this appointment and agree to follow through on the arrangement made, except in circumstances beyond my control.

I AM NOT AVAILABLE BETWEEN \_\_\_\_\_ AND \_\_\_\_\_.

I will stay at the Boarding House that CPS provide for me.  
 I AM MAKING my own arrangement for lodging at \_\_\_\_\_  
The phone number is: \_\_\_\_\_.

Beneficiary signature: \_\_\_\_\_ Date: \_\_\_\_\_

**RESERVED TO CREE PATIENT SERVICES**

Patient arrival date: \_\_\_\_\_ Mode of transportation: \_\_\_\_\_ Interpreter \_\_\_\_\_

Request: Received \_\_\_\_\_ PROCESSED \_\_\_\_\_ Fax: \_\_\_\_\_ Book: \_\_\_\_\_ Initial: \_\_\_\_\_

Appointment Date	Time	Appointment

Revised 05-01-04



**EXAMPLE X-RAY FORM**

DT9041

Examen demandé  
*CXR.*

Mr. Broken Bone

Renseignements cliniques  
*No # funny bone*  
*Known mult. fibrosis*

- Sur pied
- Fauteuil
- Au lit
- Chaire
- Appareil mobile
- Salle d'opération

**PROTOCOLE RADIOLOGIQUE**

Nom de l'examen \_\_\_\_\_ Date \_\_\_\_\_ Code \_\_\_\_\_

Doctors' comments:  
*No #.*

*fill out please!*

Nom de l'examen \_\_\_\_\_ Date \_\_\_\_\_ Signature \_\_\_\_\_



**Cree patients**

- You might need an interpreter to explain things in Cree. Do not hesitate to ask for an interpreter!
- Respect their privacy, especially in older patients.

**Quick Cree medical lexicon:**

Note: This lexicon is a non-official document. It does not use syllabics. It is to be used for common pronunciation, mainly by an English speaking person. We suggest you ask a Cree person to help with the pronunciation.

Hello	Wachiya
My name is X	X ni-sin-ka-soon
What is your name?	Wun-jee
Yes	Kepa
No	Nemma
Take a deep breath	Iss-koo-dum
Stool	Meesee
Urine	Boboshine
Do you have pain? Are you sick?	Shtaxinna
Here (use to point)	Oot Mott
A little	Ipshish
A lot	Mishti
Harder/wider (ie push harder or open wider)	Souk
Anything else?	Shesha Agoodaha
OK (use for goodbye)	Agooda
Finished	Shash