



GENERAL INFORMATION

PHILOSOPHY ET VALUES

We promote a culture based on an inclusive and respectful environment which includes the quest for meaningful accomplishments every day.

HUMANITY

To offer care in a spirit of support and goodness. Confidentiality, listening, open mindedness and empathy are our top priorities.

QUALITY

To meet Accreditation Canada standards and exceed performance standards for quality and safe care.

EXCELLENCE

It is reflected in our constant desire to offer the best possible care and services, to constantly strive to improve and to be demanding of ourselves.

ACCOUNTABILITY

To promote the employee's autonomy by encouraging them to get involved and to give their best, thus contributing to the success of the organization.

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WELCOME

Welcome to the Complexe chirurgical CMC. This document contains information about our organization, how it operates and the services we offer to our patients.

GrS Montréal has specialized in gender-affirming surgery for over 50 years. In the past 12 years, our surgical team has performed close to 10,000 gender affirmation surgical interventions. Currently, almost 1,600 surgical interventions are performed every year at GrS Montréal.

Our medical team is composed of internationally renowned specialists in the field.

Care is offered in a spirit of support and collaboration, allowing a truly unique and personalized surgical experience. Our care teams ensure our follow-up is tailored to your needs during the preoperative or postoperative process. Furthermore, our care teams will collaborate with your healthcare professionals at home to ensure continuity of care if needed.

We are committed to offering you services that meet the highest standards of care.

Thank you for your interest in the Complexe chirurgical CMC.

THE ORGANIZATION

The Complexe chirurgical CMC is comprised of three entities:

- GrS Montréal
- Centre Métropolitain de Chirurgie
- Maison de convalescence Asclépiade

GrS Montréal offers a service specifically designed to assist you in organizing your stay with us. If you live further than 200 km away from us, this service can include pre and postoperative accommodation with our partnering hotel. Furthermore, you may be eligible for our transportation service upon arrival and departure. Your well-being will be our priority for the entirety of your stay with us.

Our surgeries are performed at the Centre Métropolitain de Chirurgie, a private hospital accredited with Honorable Mention by Accreditation Canada. Patients who undergo genital surgical interventions stay at the Maison de convalescence Asclépiade, adjacent to the Centre Métropolitain de Chirurgie. Our facilities offer safe care and services that meet the highest standards.

CODE OF ETHICS

At the Complexe chirurgical CMC, our patients are the focus of our concerns. Our code of ethics embodies our commitment to providing care and services up to the highest standards. We are committed to the following:

- Treating you with courtesy and without discrimination at all times.
- Offering you care and services that respect your dignity.
- Recognizing your rights and your freedom of choice.
- Providing you with quality care and services in a safe environment.
- Informing you of the various treatment options that apply to your situation.
- Continuously improving our services based on your degree of satisfaction.

Since you are at the core of our decisions, we expect your cooperation and that of your loved ones. Our staff must receive all the information that pertains to your health. Your cooperation will be essential for the whole duration of your stay.

Your relations with our staff and other patients must be respectful, courteous and non-violent. We are proud to offer a harmonious climate throughout our facilities and want to ensure everyone's safety. Some rules have been established to attain this goal and to ensure reasonable use of our material goods. We expect you to abide by these rules.

WHO IS ACCREDITATION CANADA?

Accreditation Canada is an independent non-profit organization which contributes to the improvement of healthcare through its accreditation programs since 1958.

With its high standards of care, Accreditation Canada cooperates with healthcare organizations to help improve the quality, safety and efficiency of their services so that they can offer you the best possible care. Accreditation Canada represents healthcare organizations that you can trust to provide you with safe care and services that meet the highest standards in the field. Its core values are excellence, respect and innovation.

accreditation.ca



PROCESS TOWARD THE SURGERY

Your understanding of the process that leads to surgery, your cooperation and the cooperation of your healthcare professionals are essential to the appropriate preparation for your surgery. The path to surgery is divided into four steps: the administrative stage, the clinical stage, funding approval and finally, getting a surgery date.

Step 1 – Administrative stage

As soon as the option of gender-affirming surgery is considered, your medical file must be created according to the standards established by the WPATH. These standards include that your file contains all the relevant information regarding your health status and that you provide us with a referral letter from your health professional. The administrative team at GrS Montreal is responsible for submitting your file for evaluation by our preoperative clinic once all the required documents are received. Our executive team also plans preoperative consultations and organizes your stay with us if needed. Please note that although the administrative staff is in charge of gathering the documents for your file, it is not qualified to judge the validity of the information it contains, nor can it evaluate its conformity to WPATH standards.

Please refer to page 12 to know which documents are required to complete your preoperative file.

Variable processing times

Processing times may vary depending on how quickly you or your healthcare professionals send us the documents. Incomplete applications may extend this process.

INFORMATION ABOUT SURGERIES

Please refer to our Website
www.grsmontreal.com



* WPATH: World Professional Association for Transgender Health

Step 2 – Clinical stage

The clinical team at GrS Montréal evaluates the health status of everyone who wishes to undergo surgical intervention in our facilities. The clinical team is also in charge of ensuring that the content of your recommendation letter respects the eligibility criteria set by the WPATH.

This step allows us to prevent and detect possible early complications related to the surgery. This is also how we validate that your psychosocial situation will allow you to maintain optimum postoperative care. Our multidisciplinary team analyzes your file and allows us to identify your needs before, during, and after your surgical intervention.

Our team may contact you during the evaluation process if they require additional information. Furthermore, a preoperative consult (in person or by phone) may be required by the Ministry of Health of your province or our medical team. This clinical assessment is crucial to ensure a safe surgery.



Variable processing times

This delay can vary if your forms are incomplete and if additional documents or medical tests are required. If you have numerous health problems, the results of your tests will also need to be assessed by the medical team. This delay may also vary according to the ease with which our team can verify some of the data in your file with your healthcare professionals.

Step 3 – Funding approval

Preapproved funding:

Before offering you a surgery date, we must verify that your funding approval is still valid. If your funding approval has expired, you can apply for a funding renewal with the Ministry of Health of your province.

The provinces working with the preapproved funding system are:

- Ontario
- Manitoba
- Alberta
- Saskatchewan
- Prince Edouard Island
- Nova Scotia
- Newfoundland and Labrador
- Nunavut.

Applying for funding:

For provinces not using the preapproval funding system, a funding request must be sent to the Ministry of Health of your province once the administrative and clinical steps have been completed.

The provinces working with this system are:

- Quebec
- British Columbia
- Northwest Territories
- New Brunswick
- Yukon

Delays related to funding are outside our control.

Step 4 – Surgical stage

Once all of the previous steps have been completed, you will be contacted by an administrative assistant to schedule a preoperative consultation with your surgeon or to set a date for your surgery. This date will depend both on your availability and our operative schedule.

Variable processing times

The wait times to get a surgery date vary according to multiple factors, including the type of surgery you will be getting, the wait lists and the preparation necessary for your surgery.

ELIGIBILITY CRITERIA

Each province and territory in Canada has its own surgical reimbursement program. Please note that while GrS Montreal's team adheres to the latest standards of care established by the WPATH, your province's program may require you to provide additional or different documentation than that requested by our team. You can find information from your provincial government.

SURGERIES	Orchidectomy	Vaginoplasty without cavity	Vaginoplasty with cavity	Mastectomy	Metaiodoplasty without vaginectomy	Metaiodoplasty with vaginectomy	Phalloplasty without vaginectomy	Phalloplasty with vaginectomy
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CRITERIA

Minimum age (in years)	18	18	18	16	18	18	18	18
Number of letters of recommendation ¹	1	1	1	1	1	1	1	1
Well-documented gender dysphoria or incongruence	✓	✓	✓	✓	✓	✓	✓	✓
Capacity to give informed consent ²	✓	✓	✓	✓	✓	✓	✓	✓
Well-controlled medical problems	✓	✓	✓	✓	✓	✓	✓	✓
Documented mental health problems	✓	✓	✓	✓	✓	✓	✓	✓
6 continuous months of hormone therapy, confirmed and documented by the person prescribing the hormone therapy – if applicable ³	✓	✓	✓		✓	✓	✓	✓
Pathology report and operating protocol for hysterectomy						✓		✓
An updated list of your medications	✓	✓	✓	✓	✓	✓	✓	✓
Identification questionnaire and a copy of your provincial health card	✓	✓	✓	✓	✓	✓	✓	✓
Preoperative Questionnaire	✓	✓	✓	✓	✓	✓	✓	✓
Health questionnaire and Consent to access and disclose information relating to my health (with its appendix on sleep apnea)	✓	✓	✓	✓	✓	✓	✓	✓
Supplemental Health Information Survey for phalloplasty							✓	✓
Pictures of the naked torso from the front and each side				✓				

¹ A letter of recommendation from a health professional with appropriate professional and clinical training that documents all required elements. For more information, visit <https://www.grsmontreal.com/en/important.html>.

² Be capable of giving informed consent for decision-making and consent to treatment. If you are not capable of giving consent, you will need to provide us with additional information regarding your legal guardian.

³ If you are not taking hormones for clinical reasons or because of the effects you do not want to experience, please let us know by e-mail:

LISTE LIST OF DOCUMENTS TO PROVIDE

For your medical file to be assessed by the preoperative clinic, please forward the following documents as soon as possible:

- Recommendation for surgery issued by a health professional with at least a Master's degree and training or expertise in gender-affirming care. This recommendation must document all the required elements. It can be written as a letter or by using our recommendation form, available here: [Recommendation form](http://www.grsmontreal.com/en/important.html). For more information, visit <http://www.grsmontreal.com/en/important.html>.
- Hormone therapy report provided by the prescribing physician. The report must contain the date the hormone therapy was started. If you are not taking hormones for clinical reasons or because of the effects you do not want to experience, please let us know by e-mail.
- Operative protocol and pathology report for hysterectomy.
- Updated medication list (must be provided by the pharmacist).
- Pictures of your naked torso, front and each side.
- Copy of your provincial health card.
- Completed [preoperative and identification forms](#).
- The [health questionnaire](#) completed by your treating physician.
- [Consent to access and disclose information relating to my health](#), filled and signed by you.
- [Trans Care BC's Authorization for Release of Information](#).
- [Supplemental Health Information Questionnaire](#) for Phalloplasty.
- Confirmation of funding from your province (Ontario, Manitoba, Alberta, Nova Scotia, Prince Edward Island, Newfoundland and Labrador and Nunavut).

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