

# CMC

GENERAL  
INFORMATION

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# 1. WELCOME

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## WELCOME MESSAGE

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

In the past 25 years, our surgical team has performed close to 8000 surgical interventions. It is considered to be the most experienced in the world in the field of gender affirming surgery. Currently, almost 880 surgical interventions are performed every year at GrS Montréal. Our surgical team is led by the best specialists in the field: Dr. Pierre Brassard, Dr. Maud Bélanger and Dr. Éric Bensimon.

We offer our services in a supportive and collaborative spirit, which allows for a truly unique and personalized surgical experience. Our care teams ensure that our follow-up is tailored to your needs, be it during the preoperative or postoperative process. Furthermore, our care teams can work 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 choosing the Complexe Chirurgical CMC.

## 2. OUR ORGANIZATION

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### THE COMPLEXE CHIRURGICAL CMC

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The Complexe Chirurgical CMC is comprised of 3 entities :

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

GrS Montreal offers a service specifically designed to assist you in organizing your stay with us. If you live further than 2 hours away from us, this service can include pre and/or postoperative accommodation with our partnering hotel. Furthermore, you may be eligible to our transportation service at your arrival and/or departure<sup>1</sup>. Your wellbeing 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.



<sup>1</sup> We encourage you to contact us to confirm your eligibility to our various services.

## CODE OF ETHICS

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At the Complexe Chirurgical CMC, our patients' interests and needs are among our top priorities. Our code of ethics embodies these values and solidifies our commitment to providing care and services that are up to the highest standards.

We are committed to:

- 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 quality care and services in a safe environment;
- informing you on the various treatment options that apply to your situation;
- continuously improving our services based on your degree of satisfaction.

Since you are at the center of our priorities, 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 with the 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 nonprofit 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/fr](http://accreditation.ca/fr)

# 3. THE PROCESS TOWARDS SURGERY

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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 in four steps: the administrative stage, the clinical stage, funding approval and finally, getting a surgery date.

## STEP 1 : THE ADMINISTRATIVE STAGE

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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<sup>2</sup>. These standards namely include that your file contains all the relevant information regarding your health status and that you provide us referral letters from your health professional(s) according to the chosen surgical intervention. The administrative team at GrS Montreal is responsible of verifying that your file contains all the required information and, once it does, of submitting it for evaluation by our preoperative clinic. Our administrative team is also in charge of planning preoperative consultations and organizing 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's standards.

Please refer to pg. 9 to know which documents are required to complete your preoperative file.

*Please note that the wait times for this stage can vary, depending on how quickly we receive the documents from your or your healthcare professionals. Incomplete surgery applications can extend this process.*

### INFORMATION ON SURGICAL INTERVENTIONS

Please refer to our website  
[www.grsmontreal.com](http://www.grsmontreal.com)



<sup>2</sup> World Professional Association for Transgender Health

# 3. THE PROCESS TOWARDS SURGERY

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## STEP 2 : THE CLINICAL STAGE

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

This step allows us to prevent and detect complications that could happen during surgery early on. This is also how we validate that your psychosocial situation will allow you to maintain optimum postoperative care. The analysis of your file is done by our team of nurses and doctors and allows us to understand what your needs will be prior to, during and after your surgical intervention.

During the evaluation process, you may be contacted by our team, should 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 by our medical team. This clinical assessment is crucial to ensure a safe surgery within our premises.

*The wait times for the clinical stage are generally of approximately 3 months. This delay can vary if your forms are incomplete and/or if additional documents or medical tests are required. If you have numerous health problems, this delay may be longer. 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 is able to verify some of the data in your file with your healthcare professionals.*

# 3. THE PROCESS TOWARDS SURGERY

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## STEP 3 : FUNDING APPROVAL

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### Pre-approved funding

We will need to verify that your funding approval is still valid before offering you a surgery date. If your funding approval has expired, you can apply for a funding renewal with the Ministry of Health of your province.

*The provinces who work with the pre-approved funding system are Ontario, Manitoba, Alberta, Prince Edward Island, Nova Scotia and Newfoundland/Labrador.*

### Applying for funding approval

For the provinces that do not use the pre-approved 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.

*Please note that the funding criteria may vary from one province to the other and that they remain at each province's discretion.*

*The provinces that work with this system are Quebec, Saskatchewan, New-Brunswick, British Columbia and Northwest Territories.*

*Please note that the delays related to funding approval are not within our control.*

## STEP 4 : GETTING A SURGERY DATE

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Once steps 1 to 3 are completed, you will be contacted by our administrative team to schedule a consultation with your surgeon or to schedule your surgery. This date will depend both on your availability and on our operative schedule.

*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.*

# 4. THE ELIGIBILITY CRITERIA FOR SURGERY AND DOCUMENTS TO PROVIDE

## SURGERIES

Breast augmentation	Orchiectomy	Vaginoplasty without cavity	Vaginoplasty	Mastectomy	Metoidioplasty without vaginectomy	Metoidioplasty with vaginectomy	Phalloplasty
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### ELIGIBILITY CRITERIA FOR SURGERY

Minimum age	16	18	18	18	16	18	18	18
Number of letters of recommendation <sup>3</sup>	1	2	2	2	1	2	2	2
Well documented gender dysphoria	•	•	•	•	•	•	•	•
Ability to provide informed consent <sup>4</sup>	•	•	•	•	•	•	•	•
Well controlled health issues	•	•	•	•	•	•	•	•
Reasonably well controlled and documented mental health issues	•				•			
Well controlled and documented mental health issues		•	•	•		•	•	•
12 continuous months of hormone therapy, confirmed and documented by the prescribing doctor		•	•	•	• if between 16-18 years old	•	•	•
12 continuous months living as the gender you identify with, documented by your referring health professional			•	•	• if between 16-18 years old	•	•	•

### DOCUMENTS TO PROVIDE

Pathology report and operative report of your hysterectomy							•	•
Current list of medications	•	•	•	•	•	•	•	•
Identification questionnaire and a copy of your health insurance card	•	•	•	•	•	•	•	•
Pre-operative questionnaire	•	•	•	•	•	•	•	•
Health questionnaire (with its annex on sleep apnea)	•	•	•	•	•	•	•	•
Supplementary Health Status Questionnaire								•
Pictures of your chest, from the front and from each side					•			

<sup>3</sup>Main recommendation letter, written by a qualified health professional documenting all the required information. For more information, please refer to [www.grsmontreal.com/fr/important.html](http://www.grsmontreal.com/fr/important.html).

For genital surgical interventions, a secondary recommendation letter written by a qualified health professional, who conducted an independent evaluation of the patient.

<sup>4</sup>Being able to give informed consent and make decisions regarding treatment. If you are unable to give informed consent, additional information on your legal guardian will be required.

## 4. THE ELIGIBILITY CRITERIA FOR SURGERY AND DOCUMENTS TO PROVIDE

In order to complete your file and get it evaluated by our preoperative clinic, please send us the following documents as soon as possible:

- Main letter of recommendation** issued by a health professional with appropriate professional and clinical training that documents all the criteria required for surgery. For more information visit <https://www.grsmontreal.com/en/important.html>.
- Second letter of recommendation** issued by a 2<sup>nd</sup> health professional with appropriate professional and clinical training that has assessed you independently from the professional who signed the main letter of recommendation.
- Hormonal therapy report** from your prescribing physician. The report must contain the date when the hormonal therapy started.
- Surgical protocol and pathology report** of your hysterectomy.
- Updated list of medication** (must be provided by your pharmacist).
- Photos of your torso**, naked, from the front and from each side.
- Identification questionnaire** duly completed.
- Copy of your **health insurance card**.
- Pre-operative questionnaire** duly completed.
- Health questionnaire and Consent to access and disclosure of your state of health information** duly completed by your attending physician.
- Authorization for release of information TRANS Care BC.
- Supplementary Health Status Questionnaire for phalloplasty.

**Please send us your documents via:**

### Fax

514 288-3547



### Mail

999 De Salaberry  
Street, Montreal  
(Quebec) H3L 1L2



### E-mail

[documents@grsmontreal.com](mailto:documents@grsmontreal.com)  
Please specify your name and  
province of residence in the  
subject of your email



Health professionals involved in your medical file to answer your questions and any request for additional information.

The surgical team is a team of surgeons that comprises Dr. Pierre Brassard, Dr. Maud Bélanger and Dr. Eric Bensimon, as well as their representatives, delegates and attendants, and other independent doctors and healthcare professionals who provide healthcare and services on the premises of the Centre Métropolitain de Chirurgie, or in association with the surgical team.

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