

RESPONSIBILITIES

8. To be discreet regarding services provided to other users.
9. To store personal effects to prevent theft, loss or damage.
10. To use appropriate means to ensure your safety and that of others regarding care and services.
11. To leave the institution as soon as possible when discharged.
12. To provide all necessary information to the quality of services commissioner when submitting a complaint.

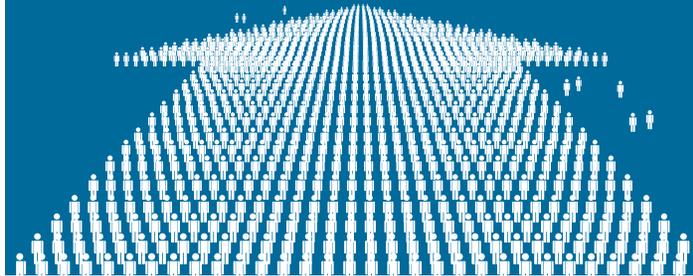


Office of the *comité des usagers du centre intégré (CUCI)*

1, 9^e Rue
Rouyn-Noranda (Québec) J9X 2A9
819 764-3264, extension 49289

Office of the quality of services and complaints commissioner

1, 9^e Rue
Rouyn-Noranda (Québec) J9X 2A9
1-888-764-5531
ciissat.info.plaintes@ssss.gouv.qc.ca



A collaboration between the *Comité des usagers du Centre intégré* and the office of the quality of services and complaints commissioner.



**Centre intégré
de santé et de services
sociaux de l'Abitibi-
Témiscamingue**

Québec 

Explanatory guide to the

USER'S RIGHTS AND RESPONSABILITIES

in the Health and social services network of
Abitibi-Témiscamingue



Québec 



USER RIGHTS

The Act respecting health services and social services (CQLR cS-4.2) indicates that “the person requiring services is the reason for the very existence of those services”. This Act is based on fundamental rights used to define the users’ rights. The Quebec Charter of human rights and freedoms and the Civil Code of Quebec also recognize other rights. These rights are applicable in all health and social services institutions.

These rights however are not absolute since they must sometimes be applied within the limits of applicable legislation, management constraints or available resources. Furthermore, rights must be exercised in a judicious manner while also respecting the rights of the other users. In addition, users must also fulfill certain obligations towards the health care professionals who care for them. The delivery of quality care and services is accomplished in a spirit of partnership and collaboration between the health care professionals who dispense care, the user who receives it, and the loved ones who accompany them. Moreover, the respect for the rights and responsibilities in the area of health and wellbeing constitute a collective and shared responsibility by all citizens and the different stakeholders in the health and social services network.

It is these users’ rights and responsibilities which are presented in this brochure.

1. To be informed of existing services and how to obtain them
2. To receive, with continuity and in a personalized and safe manner, services that are scientifically, humanly and socially appropriate.
3. To choose the professional or institution according to available resources.
4. To receive appropriate emergency care.
5. To be informed of your state of health, and of the various options open to you and their consequences, before giving your consent to care.
6. To be informed of any accident and of their consequences that occur during the provision of care or services as well as measures taken to prevent such reoccurrences.
7. To be treated with courtesy, fairness and understanding and with respect to your dignity and autonomy (well-treatment).
8. To accept or refuse care, on your own or through your representative, in a free and enlightened manner.
9. The right to have access to your confidential medicalfile according to established rules.
10. To participate in decisions that concern you which affect your state of health or wellbeing.
11. To be accompanied by a person of their choice except when related to quality and safety of care.

USER RIGHTS

12. To file a complaint without fear of reprisal on services received or for services you believe you are entitled to.
13. To be represented if user is temporarily or permanently incapacitated.
14. To receive services in English.
15. To safe accommodations according to your condition and the services required.
16. To receive end of life care and the respect of advanced medical directives.

RESPONSIBILITIES

1. To participate in your care and services, and attend meetings to prepare your intervention plan or service plan.
2. To express your needs and expectations with regard to your care and services.
3. To collaborate with the personnel and respect your commitments and appointments.
4. To adequately prepare for prescribed examinations and treatments.
5. To request explications when information appears to be unclear or incomplete.
6. To always show respect towards the personnel, the other users and for all property.
7. To respect the institution’s rules and policies.