

Contact us

Feel free to contact us if you need assistance or information. We welcome your comments and suggestions.

Leave a message for the user committee at **418 654-2271** or send an email to comitedesusagers@chudequebec.ca



*For more information,
visit our website at*

www.chudequebec.ca/comitedesusagers

Your rights and responsibilities

Your rights

You have rights

- Right to information (sect. 4);
- Right to services (sect. 5, 13 and 100);
- Right to choose your professional or institution (sect. 6 and 13);
- Right to receive the care required by your condition (sect. 7);
- Right to consent to or refuse care (sect. 8 and 9);
- Right to participate in decisions (sect. 10);
- Right to be accompanied, assisted and represented (sect. 11 and 12);
- Right to accommodation (sect. 14);
- Right to receive services in another language (sect. 15);
- Right to access your user record (sect. 17 to 28);
- Right to the confidentiality of your user record (sect. 19);
- Right to file a complaint (sect. 34, 44, 53, 60 and 73).

Your responsibilities

- Participate in your care and services (as much as possible);
- Use services judiciously, based on adequate information;
- Comply with the rules, policies and code of ethics in place at the CHU de Québec-Université Laval;
- Give healthcare professionals the information they need to administer the required care.

*For a patient-centred
care approach*

NEED HELP?

We're here for you

**User
committee**



**CHU
de Québec
Université Laval**

Comité des usagers

The committee

Who are we?

The user committee is made up of twelve members elected by the institution's users. These volunteer members are not employed by the CHU de Québec-Université Laval and do not practise at any of its facilities

Our role

Our primary concern is to make sure you are treated with courtesy and dignity, while ensuring your rights and freedoms are upheld and while maintaining the quality of services provided at the institution.

Think of us as your representative to the institution's authorities. We also work to promote and improve living conditions for all users.

Listen
Help
Guide
Support



Our institutions

Five hospitals

- Centre hospitalier de l'Université Laval;
- Hôpital de l'Enfant-Jésus;
- Hôpital du Saint-Sacrement;
- Hôpital Saint-François d'Assise;
- L'Hôtel-Dieu de Québec.

- **Inform** users about their rights and obligations;
- **Promote** improved quality of life for users and assess their satisfaction with the services obtained at the institution;
- **Defend** users' collective rights and interests, or defend an individual user's rights and interests (at their request) with the institution or any other competent authority;
- **Accompany and assist** a user (at their request) in any process they wish to undertake, including filing a complaint.

* Act respecting health services and social services (sect. 212).

