



## To reach the Users' (Patient) Committee

Do not hesitate to contact us for help or information including help in submitting a complaint.



Leave a message in the voicemail of the Users' (Patient) Committee or contact us by email.

☎ 418 654-2271

✉ [comitedesusagers@chudequebec.ca](mailto:comitedesusagers@chudequebec.ca)

For more information, visit our page on the CHU de Québec-Université Laval website.

🌐 [chudequebec.ca/comitedesusagers](http://chudequebec.ca/comitedesusagers)

## Your rights



**1. RIGHT TO INFORMATION:** is the right to be informed about your physical and mental health and possible treatments, including risks and consequences. It is also the right to be informed about the services available in your community and how to obtain them.

**2. RIGHT TO SERVICES:** is the right to receive care and services you need, such as examinations, sampling, treatments, or any other intervention.

**3. RIGHT TO CHOOSE YOUR PROFESSIONAL OR ESTABLISHMENT:** is the right to choose your professional, receive services in their presence, and choose the establishment where you wish to receive these services, subject to available resources.

**4. RIGHT TO RECIEVE CARE APPROPRIATE TO YOUR CONDITION:** is the right to receive the care that your state of health requires when your life is in danger.

In case of emergency, a person unable to give their consent will nonetheless receive the same care. The establishment's staff is authorized to provide such care, except where there is an indication to the contrary.

**5. RIGHT TO CONSENT TO OR TO REFUSE TREATMENT:** is the right to accept or refuse care, treatments, or examinations. No one may be subjected to treatment without having given their consent. Professionals have an obligation to provide clear and comprehensive information so that the patient can make an informed decision. When the patient is incapable or unfit, consent may be obtained from another person on their behalf under the provisions of the law.

**6. RIGHT TO PARTICIPATE IN DECISIONS:** is the right to participate in any decision that may affect your state of health or mental and physical wellbeing, as well as to participate in the implementation and modification of the proposed intervention plan.

**7. RIGHT TO BE ACCOMPANIED, ASSISTED, AND REPRESENTED:** if the situation allows, the patient has the right to be accompanied or assisted by a person during the appointment or the provision of care. The accompanying person supports the patient by helping them obtain complete and clear information. In addition, the patient has the right to be represented by a person of their choice when they are unable or incapable of doing so themselves.

**8. RIGHT TO ACCOMMODATION:** is the right to be accommodated in the establishment until your state of health allows you to return home or until a place suited to your condition is secured for you in another establishment.

**9. RIGHT TO RECEIVE SERVICES IN ENGLISH:** is the right of English-speaking users to communicate and receive all treatment and services in their language.

**10. RIGHT TO ACCESS YOUR USER FILE:** you have the right to access your file under certain conditions. This right includes the possibility of being helped by a professional to understand the information provided.

**11. RIGHT TO THE CONFIDENTIALITY OF YOUR USER FILE:** is the right to demand that the information recorded in your medical file never be disclosed without your consent. Your patient file is confidential, and no one can have access without your permission or that of someone you authorize to give permission.

**12. RIGHT TO MAKE A COMPLAINT:** is the right to lodge a complaint when you are dissatisfied with the services WITHOUT the risk of reprisals. The complaint is addressed to the establishment's complaints and service quality commissioner. This mechanism aims to improve the quality of services and ensure user satisfaction.



## Need help?

We are here for you!



## Who are we?

The Users' (Patient) Committee is made up of members elected by the users of the CHU de Québec-Université Laval.

These members are volunteers who do not work for the institution.

## The Role of the Committee

The Users' (Patient) Committee is concerned with respect for your rights and freedoms and the quality of the services offered at the CHU de Québec-Université Laval. It ensures that you are treated with consideration and dignity.

We are, in a way, your voice with the establishment authorities. We also work to promote and improve the living conditions and care of all users.



## The CHU de Québec-Université Laval

Consists of five hospitals:

CHUL and Centre mère-enfant Soleil

Hôpital de l'Enfant-Jésus and  
Centre intégré de cancérologie (CIC)

Hôpital du Saint-Sacrement

Hôpital Saint-François d'Assise

L'Hôtel-Dieu de Québec and  
Centre de recherche clinique et  
évaluative en oncologie (CRCEO)

**LISTEN  
HELP  
GUIDE  
SUPPORT**



## The Committee Functions

**INFORM** users (patients) of their rights and responsibilities.

**PROMOTE** the improvement of the quality of life of users by considering their level of satisfaction with the services obtained in the institution.

**DEFEND** the rights and collective interests or, at the request of a user, their rights and interests as a patient with the establishment or any other competent authority.

**SUPPORT** and **ASSIST**, upon request, a patient in any action they take, including when they wish to file a complaint.

### In addition,

The members of the Users' (Patient) Committee speak up about the concerns of the users to the various bodies of the institution by getting involved in the Committees and projects aimed at improving services to users.



## User (Patient) Responsibilities

- ✓ To participate, as much as possible, in the care and services that concern you.
- ✓ Provide the staff with information that is accurate and relevant to the care required.
- ✓ Keep your appointments and advise promptly in case of absence.
- ✓ Show respect, courtesy, and civility to all staff at all times and avoid verbal or physical violence toward anyone.
- ✓ Comply with the regulations, policies and code of ethics of the CHU de Québec-Université Laval.

