

## User rights

under the Act of respecting health and social services

When you receive healthcare, your rights are protected by law. Users' rights exist to ensure that you are treated with respect, that you are informed and that your decisions can be made in a free and informed manner. For example:

### Being respected

You have the right be treated with integrity and dignity, regardless of your situation.

### Be informed

You have the right to understand your medical condition and the care proposed.

### Participate in decision-making

Your opinion counts when it comes to making choices about your care.

### Consent or refusal

You have the right to say yes or no to care, treatment and examinations.

### Support

You have the right be accompanied or assisted by a person of your choice.

### Protect your privacy

You have the right to request that your medical information remain private.

If you feel that one of your rights is not being respected, our representatives can come and meet you to help and support you..

**Give us a call!**



You're not alone...

We can meet you while you're in the hospital.

You don't feel Respected?  
We are here for you!

**1 800 463-6192, ext. 0**

Leave a message with your name and the name of the hospital where you received care

### Some additional references

Centre d'aide et d'accompagnement aux plaintes:  
**1 877 767-2227**

Centre de Justice de proximité:  
**1 844 689-1505**

Institution's local service quality and complaints commissioner:  
**418 368-2349, poste 5340**



Québec



**Your recovery also  
depends on your rights  
being respected!**



## You didn't choose to be hospitalized?

There are rules to govern this situation

Forced hospitalization is an exceptional measure provided for by law to protect a person or his or her family in the event of serious and imminent danger. This measure is strictly regulated: a doctor must assess your condition, and you cannot be held against your will for more than 72 working hours without the agreement of a judge.

Even if you are in hospital against your will, all your rights as a user are maintained.

### User rights



- Have you been hospitalized without having been properly assessed by a doctor?
- Have you been in hospital for more than seventy-two hours without a judge's approval?
- Are you being prevented from understanding your condition or exercising your rights?
- Have you received treatment without being told why or without your consent?

**Are you hospitalized against your will and feeling lost?**

**Our staff can come to you for information, help and support..**



## Isolation, restraint

These measures must remain exceptional and well supervised

Isolation and restraint (physical or chemical) are controlled measures provided for by law.

**If you're** confined to a room

**If you are** restrained or given medication to restrict your movements or your ability to express yourself

Be aware that these measures must be used as a last resort and must be strictly supervised to protect your rights.

- Have you been given medication without being asked?
- Were you tied up when you didn't present any danger?
- Have you been given medication without being asked?
- Have you been isolated or tied up for a long time without follow-up?
- Were you prevented from asking questions about these measures?

**Do you recognize yourself in any of these situations?**



## Care imposed by a judge: what to do?

Understand your rights to better defend yourself

Only a judge can impose medical treatment on a person. Judicial authorization of care is an exceptional measure, applicable when a person is deemed unfit, incapable of consenting to care and a judge is satisfied that the treatment is in the person's best interest and that the risks of treatment are not out of proportion to the expected benefits.

To prove the ability or inability to consent, the following five questions must be answered:

- Do you understand the nature of the disease for which treatment is proposed?
- Do you understand the nature and purpose of the proposed treatment?
- Do you understand the risks and benefits of the treatment in question?
- Do you understand the risks and benefits of undergoing or not undergoing the treatment proposed?
- Does your state of health compromise your ability to understand what is happening to you?

**Did they want to impose a treatment on you?**

**Give us a call!**

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