

USER'S RIGHTS : WHAT ARE THEY ?

- The right to be informed of existing services and the way to obtain them.
- The right to receive, with continuity and in a personalized and safe manner, services that are scientifically, humanly and socially appropriate.
- The right to choose the professional or institution you wish to receive services from.
- The right to receive emergency care.
- The right to be informed of your state of health, and of various options open to you and their consequences, before giving your consent to care.
- The right to be informed as soon as possible of any accident that occurs during the provision of services.
- The right to be treated, at all times, with courtesy, fairness and understanding, and with respect for your dignity, autonomy, needs and safety.
- The right to accept or refuse care, on your own or through your representative, in an educated manner.
- The right to have access to your record, which is confidential.
- The right to participate in the decisions that concern you.
- The right to be accompanied or assisted by the person of your choice in obtaining information about services.
- The right to file a complaint without the risk of reprisal, to be informed of the complaint examination procedure and, if required, to be accompanied or assisted in the procedure.
- The right to be represented in regard to all your recognized rights if you are temporarily or permanently unable to give your consent.
- The right to receive services in English.