



Your rights as a user

“The person requiring services is the reason for the very existence of those services.” This is one of the guiding principles around which the Act respecting health services and social services is based.

Your rights as a user under the *Act respecting health services and social services* are:

1. the right to information;
2. the right to services;
3. the right to choose your professional and an institution;
4. the right to receive the care required by your condition;
5. the right to consent to or refuse care;
6. the right to participate in decisions;
7. the right to be accompanied, assisted and represented;
8. the right to lodging;
9. the right to receive services in English;
10. the right to access your user file;
11. the right to the confidentiality of your user file;
12. the right to complain.

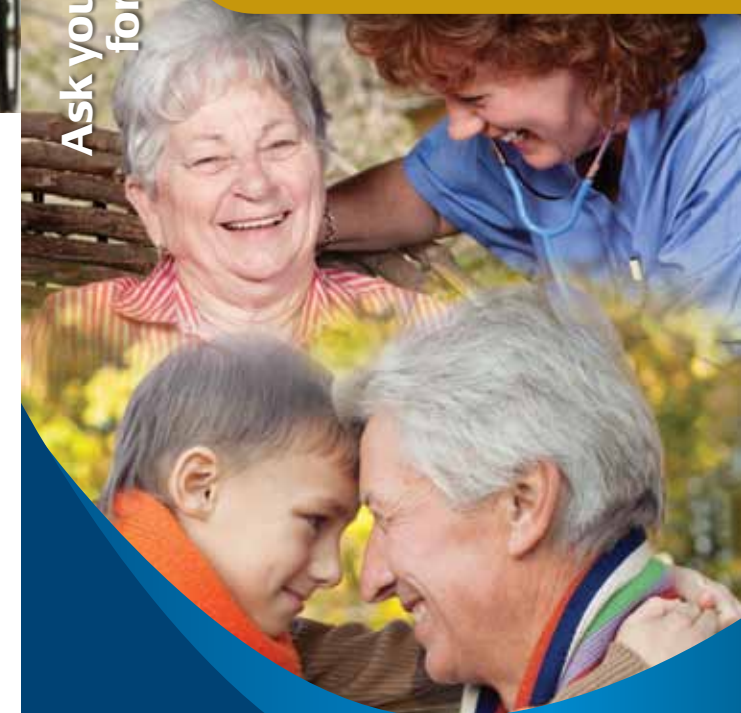
The *Charter of Rights and Freedoms* and the *Civil Code* also offer protection.

The Regroupement provincial des comités des usagers (RPCU) is the spokesperson for committees for users and in-patients' in Quebec health and social services institutions. It defends the rights of users and helps to improve the services offered.



Ask your committee for information

Users' Rights Week
 Health and social services network
 The right to information



Users' and in-patients' committees The people's voice of the network

Users' and in-patients' committees are the guardians of your rights as a user of the health and social services network. Users' and in-patients' committees perform three common functions:

1. **INFORM** users of their rights and obligations;
2. **FOSTER** the improvement in the quality of living conditions of users and **ASSESS** the degree of user satisfaction with the services obtained from the institution;
3. **DEFEND** the collective rights and interests of users or, at the request of the user, his rights and interests as a user with the institution or an competent authority.

As for the users' committee, it has 3 additional functions:

4. **ACCOMPANY** and **ASSIST**, upon request, users in any action they undertake, including the filing of complaints;
5. **ENSURE**, if necessary, the proper operation of each in-patients' committee and make sure they have the resources necessary to carry out their duties;
6. **ASSESS**, where applicable, the effectiveness of measures introduced under the provisions of Section 209.0.1 (ARHSSS).

- I have rights and they include the right to information
 - My users' or in-patients' committee protects my rights
 - Respect for my right to quality services

Users' Rights Week

Health and social services network

The right to information



As a user of the health and social services network, you have RIGHTS, and the right to information is one of them. The right to information is, like other rights, stipulated in the *Act respecting health services and social services* (ARHSSS).

“The person requiring services is the reason for the very existence of those services,” stipulates the *Act respecting health services and social services*. This is why it is so important that you are well informed.

The right to information applies in two areas in particular:

- I the right to information about services
- II the right to information about your state of health.

The right to information about services

Health and social services institutions are obliged to inform you of their services. They usually do so during their annual general meetings and by publishing their annual report or other publications. In addition, most of them have a special section on their websites for information about services offered.

Therefore, you have an active role in exercising this right. While learning about services you can find the most appropriate place to receive the services you need.

A good source of information could also be your CLSC, your CSSS, the health agency in your area or even your doctor or health care professional. However, remember that the right to receive care and services may be limited depending on available resources.

The right to information about your state of health

The *Act respecting health services and social services* gives you the right to be informed about your health. It particularly informs you that you can fully exercise your rights under the Act, such as the right to participate in decisions and the right to consent to treatment.

The doctor has an obligation to inform you clearly about your condition and treatment options, risks and effects of treatment. Other professionals are also subject to the same obligation. They are all governed by a code of ethics.

It is by being well informed that you can make an informed decision and participate actively in the care and services your health requires.

However, you also have an obligation: to provide the information that will allow workers to provide you with the care you require.

As you can see, the right to information is complex and involves obligations for the professional and yourself.

Check with the users' committee or the in-patients' committee at your institution to find out about your right to information.

The users' or in-patients' committee at your institution is there to inform you about your rights. Contact them at your institution.

Users' Rights week-Health and social services network

USERS' RIGHTS WEEK is presented by the Regroupement provincial des comités des usagers. The RPCU is a partner of Vigi Santé, which first organized this Week in-house.

Users' Rights Week is a promotional tool to raise awareness of the rights of users in the health and social services network. It aims to inform users of their rights and to show the work being done within health and social services institutions in Quebec.

Users' Rights Week will be held yearly in the last week of September. It will be a focal point for all those who are concerned with improving the quality of services in Quebec and working together to promote the rights of users, as well as raising awareness about the health and social services network and the work of users' and in-patients' committees, the people's voice in the network.



To find your committee

The health and social services agencies are good sources of information for anything that relates to health, be it a users' and in-patients' committee, a health or social services institution, a service, a doctor or customized services. You will find the website for the health and social services agency in your area here:

- 01 Bas-Saint-Laurent www.agencessbsl.gouv.qc.ca
- 02 Saguenay-Lac-Saint-Jean www.santesaglac.gouv.qc.ca
- 03 Capitale-Nationale www.rrsss03.gouv.qc.ca
- 04 Mauricie et Centre-du-Québec www.agencesss04.qc.ca
- 05 Estrie www.santeestrie.qc.ca
- 06 Montréal www.santemontreal.qc.ca
- 07 Outaouais www.santeoutaouais.qc.ca
- 08 Abitibi-Témiscamingue www.sante-abitibi-temiscamingue.gouv.qc.ca
- 09 Côte-Nord www.agencesante09.gouv.qc.ca
- 10 Nord-du-Québec www.crssbaiejames.gouv.qc.ca
- 11 Gaspésie-Iles-de-la-Madeleine www.agencesssgim.ca
- 12 Chaudière-Appalaches www.agencesss12.gouv.qc.ca
- 13 Laval www.ssslaval.gouv.qc.ca
- 14 Lanaudière www.agencelanaudiere.qc.ca
- 15 Laurentides www.santelaurentides.qc.ca
- 16 Montérégie www.santemonteregie.qc.ca/agence
- 17 Nunavik www.rrsss17.gouv.qc.ca
- 18 Terres-Cries-de-la-Baie-James www.creepublichealth.org

In addition, on your agency's website you will find other resources that may inform you about your rights:

- The Public Protector
- The local or regional commissioner for complaints and quality of services
- Complaint Assistance and Support Centre (CAAP)

Several other resources about your rights are available. In addition to the Éducaloi website at www.educaloi.qc.ca, you will find various useful links on the site of the Regroupement provincial des comités des usagers at www.rpcu.qc.ca.