

Patient Rights and Responsibilities

As a patient of the CHUM, you have certain rights that the Patients' Committee works very hard to protect. And, as patients, you also have certain responsibilities.

PATIENT'S RIGHTS

The Quebec Health and Social Services Law foresees patients' rights, but also confers them with responsibilities. The patient must, in the best of their abilities, participate in care and treatment concerning them. The patient must leave the institution in which they are lodged as soon as their medical leave is deemed safe and applicable. The patient's rights are to:

- Receive care in a welcoming and safe environment;
- Be treated in a courteous and respectful manner;
- Have access to their medical file;
- Have their personal health information treated in confidence;
- Receive information about services and resources;
- Be kept informed about the state of their health;
- Choose a healthcare professional and institution, when possible;
- Accept or refuse treatment;
- Receive the benefit of adequate, ongoing, and personalized services;
- Receive services in French or in English;
- Be kept informed of the risks and consequences of treatment options;
- Take part in any decision that affects their health or welfare;
- Be represented by a person of their choice;
- File a complaint.

PATIENT'S RESPONSIBILITIES

The patient has a duty to **COLLABORATE** and **COOPERATE**, to the best of their abilities, in the decisions that concerns them and to demonstrate **GOOD FAITH**. This **GOOD FAITH** is expressed by the patient by:

- Providing information about their medical history (allergies, medications, state of health);
- Asking questions BEFORE consenting or refusing treatment or care;
- Respecting their appointments. If you can not honor them, we kindly ask you to cancel them as much in advance as possible;
- Treating others with respect;
- Interacting with courtesy, patience and civility while avoiding ANY form of violence in any shape or form, whether verbal or physical.
- Quickly alerting the people in charge of any defective equipment, stolen property or unsafe situations;
- Respecting the institution's rules, politics and instructions, like hand washing, wearing a mask and security measures
- Using services wisely by playing an active role in their own care and treatment.



[CHUM Patients' Committee](#)

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