

PATIENTS' RIGHTS, ROLES AND BENEFITS

		YOUR RIGHTS	YOUR ROLE
CARE	1	Receive the best possible care	Arrive on time. Be prepared to discuss your present health and medical history. Bring a list of medications, test results, and questions. Follow your agreed upon treatment plan
RESPECT	2	Be respected and treated in a fair, polite manner	Treat medical professionals, staff and other patients in a fair and polite manner
	3	Have your cultural, social, religious and language needs heard	Speak up and make your needs known
	4	Privacy and confidentiality	Ask to be spoken to in private or quietly
INFORMATION	5	Have your health, treatment options and follow-up options explained to you	Ask your doctor, nurse or other health professional to explain clearly
	6	Be told about resources available to you and be given information you can understand	<ul style="list-style-type: none"> • Ask about support and information resources available to you. The hospital's librarians can help: 514-340-8222 ext. 25927, library.jgh@mail.mcgill.ca • Search the "The Patient Education Network" database called the PEN collection, our online patient health resource for reliable information, or browse the Patient & Family Resource Centre website at jgh.ca/pfrc
	7	Know the names and role of persons involved in your care	Ask who they are, what they will do and their specific experience

YOUR RIGHTS

Be a partner in your healthcare ... and benefit!

Integrated Health and Social Services University Network for West-Central Montreal

Québec 



Jewish General Hospital

Initiative of The Users' Committee 2020

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Your Benefits

- You will become an active member of your treating team.
- You will receive timely and accurate information, evaluation and care.
- You will better understand instructions, side effects of treatments and your options.
- You will be better able to make fully informed choices.
- You will be more satisfied with the care you receive.

Your Healthcare Team's Benefits

- Your team will better understand your needs and concerns.
- Your team will provide safe, effective and timely patient care.

Your Hospital's Benefits

- Your hospital will be a safer environment with fewer infections, complications and medical errors.
- Your hospital stay will shorten and costs will decrease.

	YOUR RIGHTS	YOUR ROLE
INFORMATION	8 Be spoken to in a clear and understandable manner	Speak up if you do not understand
	9 Have access to your medical records	Make a request to the Medical Records Department at 514-340-8222 ext. 28202
CHOICE	10 Make an informed choice for treatment. Give or refuse consent	Become informed (see #6) Actively participate in decisions about your health care
	11 Be informed of your participation in research or teaching activities Accept or refuse consent	The Director of Nursing at 514-340-8222 ext. 24231 can help
	12 Have your Living Will respected	On admission tell the hospital and your doctor if you have a Living Will and provide a copy
	13 Request a second opinion of your choice without hesitation	Speak up and ask. jgh.ca/SpeakUp
	14 Be assisted, supported or represented by a person of your choice	Select the person of your choice
15 Make a complaint and have your concerns addressed respectfully	Express your complaint or concern to your doctor, nurse or healthcare professional. If you are still not satisfied, contact the office of the Service Quality and Complaints Commissioner of the CIUSSS at 514-340-8222 , ext. 24222 or by email at ombudsman.ccomtl@ssss.gouv.qc.ca	