

# YOUR RIGHTS

Benefit from being  
a partner in your  
own health care!

Centre intégré  
universitaire de santé  
et de services sociaux  
du Centre-Ouest-  
de-l'Île-de-Montréal

Québec



Jewish General Hospital  
Users' Committee

Initiative of the Users' Committee  
We're here to help you.  
514-340-8222, ext. 23090  
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www.jgh.ca/userscommittee

## PATIENTS' RIGHTS, ROLES AND BENEFITS



Jewish General Hospital  
Users' Committee

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
	3	Treat medical professionals, staff and other patients in a fair and polite manner.
	4	Have your cultural, social, religious and linguistic needs heard
		Speak up and make your needs known.
INFORMATION	5	Privacy and confidentiality
		Ask to be spoken to in private or in a low voice.
	6	Have your condition, treatment options and follow-up options explained to you
		Ask your doctor, nurse or other healthcare professional to explain clearly.
	7	Be told about available resources and be given information you can understand
		<ul style="list-style-type: none"> <li>• Ask about the available support and reliable information resources. The hospital's librarians can help: <b>514-340-8222 ext. 25927, library.jgh@mail.mcgill.ca</b></li> <li>• Search "The Patient Education Network" database (the PEN collection), our online patient healthcare resource for reliable information, or browse the Patient &amp; Family Resource Centre website at <b>jgh.ca/pfrc</b></li> </ul>
		Learn the names and roles of the people involved in your care
		Ask who they are, what they do and their professional experience.

### How you benefit

- You will become an active member of your treating team.
- You will better understand instructions, the 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.

### How your healthcare team benefits

- Your team will better understand your needs and concerns.
- Your team will provide appropriate care.

### How your hospital 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	Be given access to your medical records	Make a request to the Medical Records Department at <b>514-340-8222</b> ext. <b>28202</b> , <a href="http://www.jgh.ca/care-services/medical-records">www.jgh.ca/care-services/medical-records</a> .
CHOICE	10	Make an informed choice for treatment Give or refuse consent	Become informed (see #6).
	11	Be informed of your participation in research or teaching activities Give or refuse consent	Actively participate in decisions about your health care.  The Research Review Office (RRO) at <b>514-340-8222</b> ext. <b>22445</b> can help.
	12	Have your protection mandate and/or living will respected	On admission, tell the hospital and your doctor whether you have a protection mandate and/or living will, and provide a copy.
	13	Choose your professional and institution  Request a second opinion without hesitation	Speak to your healthcare professional for advice.  Do not hesitate to consult these resources for help (see #6).
	14	Be assisted, accompanied 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 <b>514-340-8222</b> ext. <b>24222</b> or <a href="mailto:ombudsman.ccomtl@ssss.gouv.qc.ca">ombudsman.ccomtl@ssss.gouv.qc.ca</a> .