

The right to information and care

The *Act respecting health services and social services* defines your rights within the health network. The main ones are:

- To be informed of the services and resources available in your area and how to obtain them. If these services are absent, you must be redirected to a resource that can offer them to you.
- To have access to the appropriate care and services, as required by your health status.
- To receive safe and personalized care that is appropriate to your situation and your values.
- To be informed of your test results and any change to your health status. The Québec Health Booklet platform provides access to your health information online. You can also request a copy of your medical records by contacting the archives services of the facility in question.
- To be informed and looked after if an accident occurs while you are receiving care and that may impact your health status.

Resources

Local service quality and complaints commissioners at the CISSS and CIUSSS

www.quebec.ca/en/health/health-system-and-services/rights-recourses-and-complaints/the-health-and-social-services-network-complaint-examination-system

Fédération des Centres d'assistance et d'accompagnement aux plaintes (FCAAP)

fcaap.ca/en/

Act respecting health services and social services

legisquebec.gouv.qc.ca/en/document/cs/S-4.2

Québec Ombudsman

santemontreal.qc.ca/en/public/practical-information/the-ombudsman/

Regroupement provincial des comités des usagers (RPCU)

rpcu.qc.ca/en/

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Questions about diabetes?

InfoDiabetes Service

514 259-3422

1 800 361-3504

infodiabete@diabete.qc.ca

Diabetes School

Universi D

universi-d.com

Diabetes  Québec

diabete.qc.ca

Diabète  Québec

Your rights with respect to your health and your diabetes

Know your rights to exercise them better

When you are sick and need the care and services offered by the health and social services network, you could find yourself in a rather vulnerable condition. At that point, it can be difficult to understand or claim **your rights**.

However, there are laws that guarantee the rights of users of the health network. For various reasons, these rights are not always respected.

Consequently, it is important to know what they are so that you assert them.

Ask questions!
You have the right to know everything because it is your health.

Consenting to care

Before proceeding with treatment, a health professional must obtain your **free** and **informed** consent. This means that you give your consent without any pressure or constraints, and after you have received all the information necessary to make a decision.

Specifically, a health professional is obligated to provide you with the following information:

- Information about a newly diagnosed disease. This information must be delivered in such a way that you can fully understand it. If not, you must inform the health professional, who must adjust their way of communicating to ensure you understand.
- The proposed treatment, other possible alternatives and what they consider the best option for you. However, they do not have to inform you of treatments that are still in the experimental stage.
- The benefits as well as the common and serious risks associated with the proposed treatment and the various alternatives.
- The advantages and disadvantages associated with refusing treatment.

You have the right and a duty to participate in your care.



The right to choose and to refuse

- You can **refuse any treatment, or any part of it, at any time**. A health professional cannot force you to be treated.
- At any time, you have the **right to change your mind**. A decision is never final. Your health care team cannot override this change, with some exceptions.
- If you have any doubts about your diagnosis or the preferred treatment, you have the **right to consult another professional for a second opinion**. Your doctor cannot oppose this request. That is part of their code of ethics.
- If you no longer trust your health care professional or health care institution, you have the **right to switch and choose a different one**, as provided by law. However, this right is limited by the available human and financial resources.

All of these decisions must be respected by your health professionals. It's not up to them to judge whether your decision is reasonable or not.

It's up to you to make the decision that's right for you.

Did you know that you have the right to bring someone with you?

When you wish to obtain information or take steps regarding a service offered by a health institution or a health professional, you have the right to be accompanied, assisted, or represented by a person of your choice. This person could be someone close to you or a representative, such as one from the health institution's users' committee.

The right to be treated with respect

The law requires that you be treated with courtesy, fairness, understanding, and respect for your dignity, autonomy and needs. For example, a health professional is not allowed to treat you with contempt because of your lifestyle or your physical appearance.

You have the right to speak up about this type of behaviour so that it stops and to prevent other users from having a similar experience.

What should you do if you think your rights have not been respected?

You can file a complaint with the Local service quality and complaints commissioner for the institution in question.

It is recommended to make your complaint in writing. The Centre d'assistance et d'accompagnement aux plaintes (CAAP) in your region can help you do this.

Following receipt of the complaint, the commissioner investigates and then forwards their findings to you. They may make recommendations to the institution to prevent a recurrence of the situation that prompted your complaint.

If you are not satisfied with the commissioner's response, you can contact the Québec Ombudsman.

The quality or frequency of the care you receive must not decline because of your complaint. The law protects you from retaliation.

