

Users

12 rights

01 Right to information

02 Right to services

03 Right to choose one's professional or institution (and to receive them in person)

04 Right to receive appropriate care according to one's state of health

05 Right to consent to or refuse care

06 Right to participate in the decision-making process

07 Right to be accompanied, assisted and represented

08 Right to accomodation

09 Right to receive services in English

10 Right to access one's user's file

11 Right to the confidentiality of one's user's file

12 Right to lodge a complaint



www.rpcu.qc.ca

RPCU Regroupement provincial des comités des usagers
Santé et services sociaux