

Users' 12 rights

The rights set out in the Act respecting health services and social services (LSSSS)



1. **Right** to information
2. **Right** to receive services
3. **Right** to choose a professional or institution
4. **Right** to receive appropriate care according to one's health status
5. **Right** to consent to care or to refuse care
6. **Right** to actively participate in decision-making
7. **Right** to be accompanied, assisted and represented
8. **Right** to shelter/accommodation
9. **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

The LSSSS builds on the fundamental rights in order to define the users' rights. Other rights are recognized by the Quebec Charter of Human Rights and Freedoms and the Quebec Civil Code. These rights are applicable everywhere including to the Health and Social Services institutions.

For more information, please consult the Users or In-patients' committee in your facility or the Regroupement provincial des comités des usagers.

Regroupement provincial
des comités des **usagers**
Santé et services sociaux



www.rpcu.qc.ca

