

You are a user of the health and social services network if :

- You are waiting for a service.
- You are receiving a service.
- You have received a service



The Users' Committee is a team who acts on a voluntary basis to help ensure your satisfaction and the respect of your rights.

It is the users' spokesperson with the Hôpital de Fleurimont and the Hôtel-Dieu de Sherbrooke.

The Committee is independent according to the *Act respecting health services and social services*.

We can help you.

We wish to receive your comments.



Contact us

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E-mail



Web site



Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie - Centre
hospitalier universitaire
de Sherbrooke



Hôpital Fleurimont
Hôtel-Dieu de Sherbrooke

NEED HELP ?

**The Users'
Committee
of the CHUS**



THERE FOR YOU...

TO INFORM

TO LISTEN

TO DEFEND

TO ACCOMPANY

in complete **confidentiality**

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Comité des usagers du CHUS

The Committee is there to :

- **Inform** you of your rights and obligations.
- **Receive** your comments and recommendations.
- **Evaluate** your satisfaction regarding the services you receive.
- **Direct you** to resources that can help you.
- **Defend** your rights and interests.
- **Advise you** on the steps to take to resolve a problem.
- **Help you** submit a dissatisfaction or a complaint.

The Committee is also there to :

- **Bring** situations requiring improvement to the attention of managers.
- **Work** in collaboration with managers to improve services.
- **Encourage** users to contribute to the improvement of the quality of services.

Your 12 rights

- Right to **information**
- Right to **care** and **services**
- Right to **choose** your health professional or institution
- Right to **receive care** in case of emergencies
- Right to **consent** or to **refuse** care
- Right to **participate** in decision-making
- Right to be **accompanied, assisted** and **represented**
- Right to **accommodation**
- Right to **receive services in English**
- Right to **access** your file
- Right to have your file **kept confidential**
- Right to **voice a complaint**

Your obligations

To receive the **best services**, you must :

- **Provide personnel** with all relevant health information.
- **Ensure** that the name of the person who can represent you in case of incapacity is entered in your file.
- **Notify the staff** if you have expressed your wishes in case of incapacity.
- **Participate** in the search for solutions to your problems.
- **Cooperate** with your intervention or care plan.
- **Keep** appointments and notify promptly when unable to attend.
- **Be respectful** and courteous with other users and staff.
- **Observe** the rules and regulations.