

# RESOURCES TO IMPROVE THE ACCESSIBILITY, SAFETY, EFFICACY, AND CONTINUITY OF CARE AND SERVICES

## DO YOU HAVE ANY QUESTIONS OR WISH TO MAKE COMMENTS OR SUGGESTIONS REGARDING THE HEALTH CARE AND SOCIAL SERVICES OFFERED IN MEMPHRÉMAGOG?

We invite you to speak to a worker, a department head, or a manager who can listen to your concerns and assist you in your procedure.

### MEMPHRÉMAGOG USERS' AND IN-PATIENTS' COMMITTEE

**Telephone:** 819-843-2572, ext. 2639

**Email:** [cusagers.mm@ssss.gouv.qc.ca](mailto:cusagers.mm@ssss.gouv.qc.ca)

The Memphrémagog users' committee represents the health care and social services users at the Magog, Standstead, and Mansonville facilities (hospital, CLSC) as well as the CHSLD in-patients and their loved ones. Our mandate is to promote and defend users' rights. In addition to informing users of their rights and obligations, we assist them when they wish to express their dissatisfaction or to file a complaint. We see to the improvement of the living conditions of users, in-patients, and residents and evaluate their level of satisfaction with the services provided.

### SERVICE QUALITY AND COMPLAINTS COMMISSIONER

**Telephone:** 1-866-917-7903

**Email:** [plaintes.ciussse-chus@ssss.gouv.qc.ca](mailto:plaintes.ciussse-chus@ssss.gouv.qc.ca)

When dissatisfied, any user may file a complaint regarding the services provided, to be provided, or required from the health care and social services network.

## DO YOU WISH TO CONTRIBUTE TO THE IMPROVEMENT OF CARE AND SERVICES IN YOUR LOCAL SERVICES NETWORK?

### FONDATION DE L'HÔPITAL DE MEMPHRÉMAGOG

**Telephone:** 819-843-2292, ext. 2623

**Website:** [fondationhospitalmagog.org](http://fondationhospitalmagog.org)

The foundation ensures a complementary source of financing to the Centre de santé et de services sociaux de Memphrémagog in order to enable it to maintain and enhance the quality and diversity of its local services and improve the well-being of the population it serves.