



CENTRE MÉTROPOLITAIN DE CHIRURGIE

CODE OF ETHICS

TOWARD OUR CLIENTS

Introduction

At the Centre Métropolitain de Chirurgie [hereinafter “CMC”], we are committed to offer our clients a full range of care and quality services in a safe and respectful environment. At the CMC, the client comes first.

Our commitment to you and our expectations of you are reflected in this Code of Ethics.

...The client is a person...

Our service providers consider you to be a unique person and your well-being is at the heart of our concerns. While this may seem like an obvious statement, we declare it from the outset in order to put all of our dealings with you in the context of respect for the individual.

We are committed to respect each and every client...

As partners on your journey, our service providers must in all circumstances address you in a courteous and respectful manner, as well as without discrimination based on your age, origin, gender, sexual orientation, social status, religion, or physical condition.

We are committed to respect freedom of conscience...

Each person has their own set of values based on their education, social status, ethnic origin, religious beliefs, and their experiences. We consider these values a collective wealth. For this reason, we respect the choices you make based on your values, insofar as they do not interfere with the rights of other clients and do not contravene any existing laws.

We are committed to respecting professional secrecy...

Respecting professional secrecy is already a professional obligation under the code of ethics of all health professionals. It is also a requirement of all representatives of the institution, regardless of their job.

We recognize your right to access the information contained in your medical file. Before exercising this right, however, we recommend that you discuss the matter with your attending physician.

We are committed to create an environment that is healthy, safe, and conducive to privacy...

Our service providers will make every effort to ensure the safety and cleanliness of the premises as well as the proper operation of all equipment. Wherever possible, they will also seek to create an environment conducive to privacy.

...The client is a person who is at the heart of our decisions...

We recognize that the client is the purpose of our institution and our raison d'être.

As a client, you are at the heart of all of our decisions. Your well-being and safety define our actions.

We are committed to providing quality services...

We pursue quality objectives that apply to overall care and services according to a philosophy that integrates scientific, human, and social aspects while taking into consideration your expectations and satisfaction.

We are committed to respecting your choice of attending professional...

We will honour your wishes in respect to receiving or not receiving care and services from a specific professional within the realms of possibility and with regards to the organization, operation, and resources at our disposal. Your wishes, however, in no way restrict the freedom of a professional to accept or not to accept treating a client, providing an alternative exists for the client.

We are committed to providing clients with information and to respect their decisions regarding various treatment options...

You, as well as the person you designate, have the right to be accurately informed of all matters pertaining to your surgery as well as the associated risks. Your doctor can provide you with the most complete information.

Once you have expressed your choice in regard to your treatment, the professionals will respect it. Thus, any surgery, anesthesia, diagnosis or complex therapy cannot be undertaken without your written consent, except in the case of an emergency situation, even if you refuse or request to stop treatment. You must therefore express your refusal in writing and release the doctor and the establishment from all responsibility and liability.

We are committed to providing continuing care...

Our service providers will provide information about services and resources available in the community as well as the various ways to access them. Should your state of health necessitate it, we can refer you to these services and resources.

We are committed to protect the client from all forms of exploitation...

We pledge to respect you both physically and mentally.

As mentioned in the regulation concerning conflicts of interest adopted by the Board of Directors of the establishment, service providers cannot accept any gifts, except those of modest value and use. Additionally, service providers are prohibited from engaging in any contact or exchanges of a personal nature with clients.

We are committed to respecting freedom of opinion...

You have the right to express your opinion based on your experience at the CMC. In order to continually improve the care and services we provide, a client satisfaction evaluation process is in operation.

Our goal is to serve, but also to be attentive to your comments and complaints. We therefore employ complaint examination procedures that assure sufficient follow-up and monitoring of the specific nature of your grievance.

... The client is a person who is committed to the establishment...

We count on your collaboration as well as the collaboration of your companion.

In order to meet your expectations and respond adequately to your needs, our service providers need to know everything relevant to your state of health. Therefore, all information that may contribute to the establishment of a treatment plan tailored to your needs must be shared with the professionals that you deal with.

Once you have accepted a proposed treatment plan, your collaboration is necessary and crucial throughout your stay.

We expect respectful and courteous exchanges...

We expect that your relations with care providers as well as with other clients will be respectful, courteous, and non-violent. This is essential in order to maintain a friendly environment conducive to mutual collaboration.

We expect you to comply with the rules and regulations in place...

As we are committed to creating an environment that is best suited to meet your needs, we must enforce certain rules and regulations to ensure the safety of our clients and the sensible use of our material assets. We invite you to comply with these rules and regulations.