

## CENTRE MÉTROPOLITAIN DE CHIRURGIE RIGHTS AND RESPONSIBILITIES OF THE PATIENT

The Centre Métropolitain de Chirurgie (CMC) promotes the values of respect, open-mindedness, fairness, and collaboration in providing care and quality services. As a patient at the Centre Métropolitain de Chirurgie, we invite you to play an active role in the care you receive by getting to know your rights and responsibilities.

At the CMC, we do everything possible to create a safe and supportive environment for quality healthcare. We condemn and will not tolerate any form of violence, whether it be physical, verbal, or psychological. All exchanges between patients and service providers must be based on mutual respect, while complying with applicable regulations.

### As a patient, you have the right:

- To be treated with respect and dignity in a safe, inclusive, and fair environment.
- To receive high-quality care thanks to the resources at our disposal.
- To receive generous care from a qualified healthcare team in a facility that complies with recognized and required safety standards.
- To communicate your concerns, questions, and opinions to our staff. They will provide you with an answer or refer you to a resource person.
- To confidentiality with respect to your health information, except in cases provided by law.
- To receive appropriate and understandable answers to questions about your health and your care.
- To accept or refuse a procedure or treatment at any time, except in cases provided by law, and be informed of the consequences.
- To leave the hospital at any time, even against the advice of your healthcare team, except in cases provided by law. In such a case, you will be required to sign a refusal of treatment form, absolving the CMC of all risk related to your leave.
- To accept or refuse to participate in clinical teaching or research programs.
- To ask questions and receive answers related to the consequences of decisions made or to be made;
- To file a complaint and seek recourse in case of dissatisfaction.

### As a patient, you also have the responsibility:

- To treat service providers, other patients, and their guests with respect.
- To collaborate with the healthcare team and to follow the given safety rules.
- To understand that due to certain factors such as higher volume of patients can reduce the level of privacy that the treating staff can offer.
- To maintain a safe environment.
- To respect the privacy and quietness of other patients.
- To provide the healthcare team with accurate and complete information about your health, and notify a member of the staff of any change during your stay.
- To follow the instructions given by your healthcare team and to participate actively in care and treatments you consented to.
- To notify the healthcare team if you do not understand the information provided.
- To accept responsibilities related to the informed decisions you make about your healthcare.
- To inform the healthcare team of decisions you have made or of any changes of decision.
- To pay to whom it may concern the costs related to your episode of care.

Your cooperation is important, and we thank you.