

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

Respect for the individual, open-mindedness, fairness, and collaboration are all values the staff at the Centre Métropolitain de Chirurgie [hereinafter “CMC”] promotes in providing care and quality services. As a client of the CMC, 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 use all possible means to create a safe and supportive healthcare environment. We condemn and will not tolerate any form of violence, whether it be physical, verbal, or psychological. All exchanges between clients and service providers must be based on mutual respect, while complying with applicable regulations.

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

- 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 be treated with respect and dignity;
- 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 in relation to information about your health status, except as required by law;
- To privacy;
- To receive appropriate and comprehensible answers to questions about your state of health as well as about the care you are provided;
- To accept or refuse a procedure or treatment at any time, except as required by law;
- To leave the hospital at any time, even against the advice of your healthcare team, except as required by law. In such a case, you will be required to sign a refusal of treatment form, absolving the CMC of all possible consequences;
- To accept or refuse to participate in teaching or research programs;
- To ask questions and receive answers related to the consequences of decisions made or decisions to be made;
- To receive emergency care when necessary;
- To file a complaint and seek remedies in the case of dissatisfaction.

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

- To collaborate with the healthcare team and to follow the provided safety rules;
- To treat service providers, other clients and their guests with respect;
- To understand that certain factors, such as higher than usual client traffic, may reduce the level of privacy the nursing staff is able to offer;
- To respect the privacy of other clients;
- To provide the healthcare team with accurate and complete information about your state of health;
- To inform the designated person of any changes to your state of health following your departure;
- To follow your healthcare team’s instructions and to actively cooperate with all agreed-upon care and treatments;
- To inform the healthcare team of decisions you have made or of any changes of decisions;
- To pay those owed for services rendered during your stay.

Your cooperation is important and we thank you.