

The MUHC Patients' Committee



Together,
we can
make a
difference!

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What does the Patients' Committee do?

We are a group of 14 elected patient representatives dedicated to helping the patients who use the MUHC hospitals, clinics and services. Here are some of the things we do:

- meet on a monthly basis to discuss patient-related issues;
- represent patients on major committees at the hospital such as the Quality and Risk Management Committee and the MUHC Board of Directors;
- help improve:
 - the quality of the medical and nursing services;
 - the environmental conditions of the hospital;
 - the living conditions of long-term inpatients;
- concern ourselves with important issues such as patient safety, infection control, and interpersonal relations between patients and staff;
- take surveys to see how satisfied patients are with hospital services.

How can the Patients' Committee help you?

The committee exists to:

- give you general information about hospital services and resources;
- give you information about your rights as a patient;
- help you fill out forms;
- help you file complaints.

What are your rights and responsibilities as a patient?

Your rights as a patient are to:

- take part in any decision that affects your health or welfare;
- be represented by a person of your choice;
- receive the benefit of adequate, ongoing, and personalized services;
- accept or refuse treatment;
- receive care in a welcoming and safe environment;
- be treated in a courteous and respectful manner;
- have access to your medical file;
- have your personal health information treated in confidence;
- receive information about the risks and consequences of treatment options, services and resources;
- choose a health-care professional and institution;
- obtain end-of-life care and medical aid in dying;
- receive services in French or English;
- file a complaint.

Your responsibilities as a patient are to:

- provide information about your medical history (allergies, medications, state of health);
- treat others with courtesy and respect;
- be aware of the risks in leaving the hospital before your doctor discharges you;
- prepare your questions for your doctor in advance;
- play an active role in your own care and treatment;
- follow hospital rules, regulations and policies, such as hand-washing and safety measures;
- cancel appointments with clinics and doctors as much in advance as possible;
- arrive on time for your appointments.



Join us
in making
a
difference!