

GUIDE TO THE MCGILL UNIVERSITY HEALTH CENTRE'S (MUHC) COMPLAINT POLICY

Lynne Casgrain, 514-934-8306
Complaints Commissioner, MUHC

Assistant Commissioner :

Michael Bury, 514-934-1934 ext. 35655
Royal Victoria Hospital (RVH) / Glen site
Lachine Hospital & Camille Lefebvre

Delegates :

Stephanie Urbain, 514-934-1934 ext. 22223
Montreal Children's Hospital /
Emergency & Medical Imaging (RVH) /
Montreal Chest Institute /
Montreal Neurological Hospital

Marjolaine Frenette, 514-934-1934 ext. 44285
The Montreal General Hospital /
Allan Memorial /
Ophthalmology - 5252 de Maisonneuve



Centre universitaire de santé McGill
McGill University Health Centre



WHAT DO YOU DO WHEN...

- ▶ You feel you don't have the information you need about medical treatment or other types of health care?
- ▶ You are dissatisfied with the care and service you or a family member has received?
- ▶ You feel your rights are not respected?
- ▶ You believe you have been denied access to care or service?
- ▶ You feel a situation could be improved or you have suggestions for improvement?

Although MUHC doctors, nurses and employees do their best to care for patients professionally and compassionately, situations may arise in which patients, family members or friends are dissatisfied with the care, the services, or both, and want to lodge a complaint or make suggestions for improvement.

If you are the patient and are dissatisfied, you should speak first to your nurse, nurse manager or doctor. If you are a relative or friend of a mentally competent patient, you will need the patient's permission if a complaint merits investigation. If your complaint, or suggestion, is more general (housekeeping, parking or building services for example), the patient's permission is not necessary.

After speaking to your nurse, doctor, nurse manager or other health professional, if you feel that you still have unanswered questions or wish to complain, you should contact a Complaints Commissioner /Ombudsman.

WHAT ARE YOUR RIGHTS AT THE MUHC

- ▶ Access to appropriate care;
- ▶ Receive information about your state of health;
- ▶ Consent to/or refuse treatment;
- ▶ Obtain information from your chart;
- ▶ Be treated with respect.

A list of these and other rights can be found in the MUHC Code of Ethics, which is available from the central office of the Ombudsman:

Montreal General Hospital:
514 934-1934, ext. 43668
or on the MUHC Website at www.muhc.ca

WHAT IS THE COMPLAINT SYSTEM?

The complaint system is a free, confidential service offered to patients and their families under the law. To access the complaint system at the MUHC simply contact one of the persons listed in this brochure.

The goal of a complaint process is to ensure that patients know their rights, know what to do when they feel their rights are not respected or their health care is compromised. In addition, information from the complaint files is kept confidential and is only used to improve care and services.

FORMULATING YOUR COMPLAINT

You may make a complaint in writing or verbally. The Complaints Commissioner/ Ombudsman will help you formulate your complaint or direct you to agencies such as CAAP Montreal (Centre d'Assistance et d'Accompagnement aux Plaintes) at 1 877 767-2227.

WHAT CAN THE OMBUDSMAN DO?

- ▶ Receive and investigate your complaint or direct you elsewhere if appropriate.
- ▶ Help you communicate with health care professionals or find your way in the system.
- ▶ Help you formulate a complaint or discuss other ways of resolving your problem.
- ▶ Provide information about your rights and/or the complaint system.
- ▶ Refer complaints about doctors and medical acts to the Medical Examiner.

- ▶ Make recommendations to individuals or Departments when necessary. Recommendations could include a change in procedure, protocol, practice, providing of public information documents or an education program.



EXAMINING YOUR COMPLAINT

The Complaints Commissioner/Ombudsman will:

- ▶ Contact you and acknowledge receipt of your complaint.
- ▶ Examine all documents and interview all persons able to provide the necessary information about the issues raised by you.
- ▶ Conclude the investigation and inform you of the results within the time provided by law.

WHAT IF YOU DISAGREE WITH THE CONCLUSIONS OF THE OMBUDSMAN ?

If you disagree with the conclusions of the Ombudsman, you may appeal the conclusions by contacting:

Protecteur du Citoyen

525, boul. René-Lévesque Est, bureau 1.25

Québec (Québec) G1R 5Y4

Téléphone sans frais : 1-800-463-5070

Télécopieur : 1-866-902-713

WHAT IF YOUR COMPLAINT INVOLVES A DOCTOR, DENTIST OR PHARMACIST ?

The Ombudsman will forward your complaint to the Medical Examiner. Although the Ombudsman does not investigate complaints about medical acts, the Ombudsman collaborates closely with the Medical Examiner and is available to keep you up to date on the progress of the investigation.

At the end of the investigation, the Medical Examiner will inform you of the conclusion of the inquiry.

If you disagree with the conclusions of the Medical Examiner, you may lodge an appeal within 60 days of receiving the Medical Examiner's conclusions. An independent Review Committee will review the examination process of the medical examiner and will answer you in writing.