

Users' 12 rights

Regroupement provincial des comités des usagers
Santé et services sociaux
www.rcpu.qc.ca

Right to
information

1

Right to
receive services

2

Right to choose
a professional
or institution

3

Right to receive
appropriate care
according to one's
health status

4

Right to consent
to care or to
refuse care

5

Right to actively
participate in
decision-making

6

Right to be
accompanied,
assisted and
represented

7

Right to be
shelter/accomodation

8

Right to receive
services in
English

9

Right to access
one's User's file

10

Right to the
confidentiality of
one's User's file

11

Right to lodge
a complaint

12

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