



HEALTH LAW

STUDENT MANUAL



**YAMASKA
LITERACY
Council**



Also published by the Yamaska Literacy Council, as part of the **You and the Law** series:

<u>Wills</u>	<u>Health Law</u>	<u>Employment Law & Labour Standards</u>
Tutor Manual Student Manual	Tutor Manual	Tutor Manual Student Manual

Published by:

Yamaska Literacy Council
239, rue Principale
Cowansville, QC J2K 1J4

Produced by:

Project Coordinator: Wendy Seys
Researcher/Writer: Joani Tannenbaum
Design Layout: Karen Ingalls
Administrative Assistance: Karen Ingalls
Victoria Swift

Produced in:

Quebec, 2006

ISBN 0-9782115-3-7

Acknowledgements:

“**You and the Law**” series was published by the Yamaska Literacy Council as part of an IFPCA funded project. Document produit dans le cadre des Initiatives fédérales-provinciales conjointes en matière d’alphabétisation (IFPCA).



You and the Law: Health Law Student Manual

Table of Contents

page

Vocabulary..... 1

Section 1: Your Rights as a Patient 3

1.1 Right to integrity of the person 4
1.2 Right to consent to care 4
1.3 Right to be informed..... 4
1.4 Right to choose your health care provider or the institution 5
1.5 Right to participate in your treatment 5
1.6 Right to be accompanied 5
1.7 Right to see your medical file 6
1.8 Right to services in English 6
1.9 Right to file a complaint..... 6

Section 2: Consent to Health Care 7

2.1 What is health care? 8
2.2 What is consent to health care?..... 8
2.3 Why do I have to consent to health care?..... 9
2.4 When can I consent to care? 9
2.5 What is free and enlightened consent?..... 9
2.6 What if I cannot consent to care? 10
2.7 Who can give substitute consent for me? 11
2.8 Can I change my mind? 11
2.9 Can my minor child consent to care?..... 12
2.10 What if there is an emergency? 14

Section 3: Mandates in Case of Incapacity..... 15

3.1 What is a mandate? 16
3.2 What is incapacity? 16
3.3 What is a mandate in case of incapacity?..... 17
3.4 How do I make a mandate in case of incapacity?..... 17

.../

You and the Law: Health Law Student Manual

Table of Contents cont.

Section 3:	<u>Mandates in Case of Incapacity cont.</u>	page
3.5	What should I include in a mandate in case of incapacity?	18
3.6	Should I tell anyone about my mandate in case of incapacity?	19
3.7	How will my relatives know about my mandate in case of incapacity?	19
3.8	What happens if I am incapacitated and I have a mandate?	21
3.9	How is a mandate different from a power of attorney?	22
3.10	What happens if I am incapacitated and I do not have a mandate?	23
3.11	How long does a mandate in case of incapacity last?	23
	NOTES	24
Section 4:	<u>Access to Your Medical Files</u>	25
4.1	Can I see my medical file?	26
4.2	Can other people see my medical file?	26
4.3	How can I see my medical file?	26
4.4	Can they refuse to let me see my medical file?	27
4.5	What can I do if they will not let me see my medical file?	27
4.6	What if the information in my medical file is wrong?	28
4.7	Can my family see my medical file without my consent?	28
4.8	Can my employer see my medical file?	29
4.9	Can my minor child see his/her medical file?	29
4.10	Can I see my minor child's medical file?	30
Section 5:	<u>Complaints</u>	31
5.1	What if I am unhappy with the care I received?	32
5.2	Where do I go to complain about a service in an institution?	32
5.3	Where do I go to complain about a service in a private clinic?	33
	NOTES	34
Section 6:	<u>Activities and Resources</u>	35
6.1	Discussion Questions	36
6.2	Word Search	37
6.3	Resources and Contact Info	38

<u>Vocabulary</u>		
Access	ak-ses	Able to see, get to.
Accompany	ă-kum-pă-nee	To go with.
Capable	kay-pă-běl	Able, of sound mind.
Confidential	kon-fi-den-shăl	To be kept secret.
Consent	kõn-sent	To agree.
Curator*	kyuu-ray-tõr	A person named by the court to look after the personal care and/or property of a person who is incapacitated.
Enlightened	en-II-tënd	Informed, know about the treatment offered.
Free	free	To give without being pressured, or threatened with violence.
Health care	helth kair	Any treatment or care provided by a health care professional, such as taking a sample, a medication, an operation, a therapy, a social service, etc.
Health care institution	helth kair in-sti-too-shõn	A hospital, clinic, centre or long-term residence that provides health care services.
Health care professional	helth kair prõ-fesh-õ-năl	A person who provides health care, either physical, psychological or social.
Homologation	hõ-mol-õ-găy-shõn	A legal procedure that verifies whether a person is incapacitated and if the mandate is valid.
Incapacitated	in-kă-pas-i-tayt-ěd	A person who cannot take care of himself or his property because he is sick, or old, or has had an accident.
Incapacity	in-kă-pas-i-tee	A lack of ability, power or fitness.
Integrity of the person	in-teg-ri-tee ov thě pur-sõn	Quality of being whole or complete, in one piece, in perfect condition.
Inviolable	in-vI-õ-lă-běl	Free from attack.
Mandatory	man-dă-tahr-ee	A person named in a mandate to act for another person.
Mandate	man-dayt	A document where you name another person to act for you for a specific act or in general.
Mandator	man-dă-tohr	A person who grants a mandate.
Minor	mI-nõr	A child under eighteen (18) years old.
Notary	noh-tă-ree	A person who has studied the law on wills and mandates.

.../

<u>Vocabulary cont.</u>		
Power of attorney	pow-ěr ov ă-tur-nee	A document where you name someone to act for you, usually to manage your property.
Risk(s)	risks	The chance of injury or damage.
Side-effect(s)	sId-i-fekt	An unintended secondary result, not the main effect.
Substitute consent	sub-sti-toot kõn-sent	Another person consents to care for you because you are unable to consent yourself.
Tutor*	too-tõr	A person named by the court to look after the personal care and/or property of a person who is incapacitated.

- * *The court decides whether to name a tutor or a curator. It depends on how much supervision the incapacitated person needs*

Section 1:

Your Rights as a Patient

- 1.1 Right to integrity of the person.
- 1.2 Right to consent to care.
- 1.3 Right to be informed.
- 1.4 Right to choose your health care provider or the institution.
- 1.5 Right to participate in your treatment.
- 1.6 Right to be accompanied.
- 1.7 Right to see your medical file.
- 1.8 Right to services in English.
- 1.9 Right to file a complaint.



Section 1: Your Rights as a Patient

Every person in Quebec enjoys the following rights under the *Civil Code of Quebec* and the *Quebec Health Act*.



1.1 Right to integrity of the person.

You are **inviolable**. No one is allowed to touch you without your **free** and **enlightened consent**.

Inviolable

Free from attack.

Free

To give without being pressured, or threatened with violence.

Enlightened

Informed, know about the treatment offered.

Consent

To agree.



1.2 Right to consent to care.

You have the right to **consent** to care, except in case of an emergency when you cannot **consent**. You also have the right to refuse care.

If you cannot **consent**, someone else must **consent** for you.



1.3 Right to be informed.

You have the right to be informed about:

- the **health care** services available to you;
- your health;
- different treatments available;
- **risks** if you accept or refuse treatment;
- the users' committee;
- how to file a complaint.

Health care

Any treatment or care provided by a health care professional, such as taking a sample, a medication, an operation, a therapy, a social service, etc.

Risk(s)

The chance of injury or damage.



1.4 Right to choose your health care provider or the institution.

You have the right to choose the **health care** provider or **health care institution** where you want to be treated.

However:

- the **health care** provider can accept or refuse to treat you, except in an emergency;
- you cannot choose a CLSC;
- your right to choose depends on whether the **health care institution** has the professionals, the equipment or the funds to offer the services.

Health care institution

A hospital, clinic, centre or long-term residence that provides health care services.



1.5 Right to participate in your treatment.

You have the right to participate in any decision about your health.



1.6 Right to be accompanied.

You have the right to have someone **accompany** you and to have someone help you when:

- you ask for information about a **health care** service;
- you take steps to get a **health care** service;
- you file a complaint.

Accompany

To go with.



1.7 Right to see your medical file.

You have the right to see what is written in your medical file.



1.8 Right to services in English.

You have the right to receive services in English. However:

- your right to services in English depends on whether the institution has the professionals, the equipment or the funds to offer the service.



1.9 Right to file a complaint.

You have the right to file a complaint about services you received or should have received.

Section 2:

Consent to Health Care

- 2.1 What is health care?
- 2.2 What is consent to health care?
- 2.3 Why do I have to consent to health care?
- 2.4 When can I consent to care?
- 2.5 What is free and enlightened consent?
- 2.6 What if I cannot consent to care?
- 2.7 Who can give substitute consent for me?
- 2.8 Can I change my mind?
- 2.9 Can my minor child consent to care?
- 2.10 What if there is an emergency?



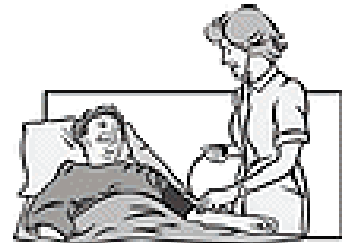
Section 2: Consent to Health Care

You must consent to the health care you receive.

? 2.1 What is health care?

Health care includes any psychological, medical or social service, such as:

- an operation
- an examination
- a treatment
- a therapy
- taking a sample (urine or blood for example)
- a stay in a hospital, clinic, or centre.



? 2.2 What is consent to health care?

By law, you must consent (agree) to receive the health care. You cannot be forced to receive the health care. The consent can be written or verbal.

You can also refuse to accept health care.

? 2.3 Why do I have to consent to health care?

You have to consent to health care because you control your body. No one can touch your body to treat you unless you say it is okay.



? 2.4 When can I consent to care?

You can consent to your care if you are **capable**. You are **capable** if you understand:

Capable
Able, of sound mind.

- the nature of your illness;
- the nature and purpose of the treatment or care;
- the **risks** and benefits of the treatment; and
- the **risks** of not following the treatment.

? 2.5 What is free and enlightened consent?

You must give **free** and **enlightened** consent.

Free consent means you give your consent willingly. You cannot be forced to consent. No one can threaten you, either physically or mentally, to make you consent.



.../

Enlightened consent means the **health care professional** must tell you certain things so you can make an informed decision about your care.

You must know:

- your medical problem;
- what will happen if you do not receive treatment;
- what type of care you will receive;
- any major **risks** involved;
- any serious **risks**, even if they do not happen very often;
- any **side-effects** of treatment;
- other types of treatment available.

Health care professional

A person who provides health care, either physical, psychological or social.

Side-effects

An unintended secondary result, not the main effect.

2.6 What if I cannot consent to care?

The rule of **free** and **enlightened** consent only applies if you are **capable** of consenting. Someone else must consent to care for you if:

- you cannot say what you want; or
- you cannot understand what will happen because of your decision.

This is called **substitute consent**.

Substitute consent

Another person consents to care for you because you are unable to consent yourself.

? 2.7 Who can give substitute consent for me?

The following people can give **substitute consent**, in order:

- the **mandatary** if you have a **mandate** in case of incapacity (see Section 3);
- the **tutor** or **curator** if you do not have a **mandate**;
- your spouse or next of kin, if there is no **tutor** or **curator**;
- a close friend.

Tutor* / Curator*

A person named by the court to look after the personal care and/or property of a person who is incapable.

** The court decides whether to name a tutor or a curator. It depends on how much supervision the incapacitated person needs.*

The person who consents to care for you must consent only in your interest. This means he/she must consider what you would want for yourself based on what you have said in the past.

The person giving **substitute consent** must also give **free** and **enlightened** consent.



? 2.8 Can I change my mind?

You can change your mind at any time before or during the treatment.



2.9 Can my minor child consent to care?

It depends on the **minor** child's age and the type of care.

Minor's age

A **minor** is a child under the age of eighteen (18) years old. Whether a **minor** can consent to care alone depends on if he/she is **older** or **younger** than fourteen (14) years.

Minor

A child under eighteen (18) years old.

Type of care

Care that is **medically required** means you need the care so you can maintain your health.

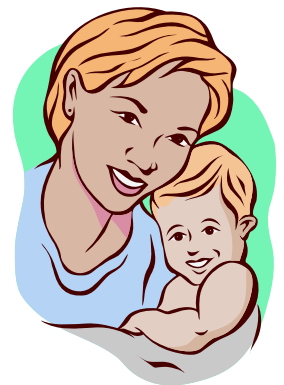
For example, imagine you have a hard time breathing through your nose. You need an operation to fix your nose so you can breathe easier. This care is medically required.

Care that is **not medically required** means you do not need the care to maintain your health.

For example, you do not like your nose. If you have an operation to make your nose smaller, this care is not medically required.

A child younger than 14 years

The general rule is the parents or **tutor must consent** to any treatment for a child younger than fourteen (14) years old.



The **court** must approve care for a **minor under 14 years** if:

- the parents or **tutor** refuse to consent to **medically required** care (care the **minor** needs);
- the parents or **tutor** cannot consent to care;
- the care is **not medically required** (the **minor** does not need the care, such as plastic surgery to have a smaller nose), **and** the care is a serious risk to his/her health or may cause serious or permanent effects.

A minor child 14 years or older

The general rule is a child 14 years or older can **consent alone** to care.

However, the parents or tutor **must consent** to care that is **not medically required** (the minor does not need the care, such as plastic surgery to make his/her nose smaller) if there is a **serious risk** to the child's health **and** there may be **serious or permanent effects**.

You must be told if your minor child spends more than twelve (12) hours in a **health care institution**.

Finally, the court can consent to care if the child refuses to consent. The parents can consent to care for the child if there is an emergency and his/her life is in danger.

2.10 What if there is an emergency?

You do not have to consent to care if there is an emergency and your life or integrity is in danger. You will be treated even if you cannot consent.



Section 3:

Mandates in Case of Incapacity

- 3.1 What is a mandate?**
- 3.2 What is incapacity?**
- 3.3 What is a mandate in case of incapacity?**
- 3.4 How do I make a mandate in case of incapacity?**
- 3.5 What should I include in a mandate in case of incapacity?**
- 3.6 Should I tell anyone about my mandate in case of incapacity?**
- 3.7 How will my relatives know about my mandate in case of incapacity?**
- 3.8 What happens if I am incapacitated and I have a mandate?**
- 3.9 How is a mandate different from a power of attorney?**
- 3.10 What happens if I am incapacitated and I do not have a mandate?**
- 3.11 How long does a mandate in case of incapacity last?**



Section 3: Mandates in Case of Incapacity

? 3.1 What is a mandate?

A **mandate** is a written document where you name another person to do something for you. The person making the **mandate** is called the **mandator** and the person named in the **mandate** is called the **mandatary**.



Mandate

A document where you name another person to act for you for a specific act or in general.

? 3.2 What is incapacity?

Incapacity means a person cannot take care of himself or his property. **Incapacity** can be:

- temporary (lasts for a period of time);
- permanent (forever);
- total (unable to take care of anything);
- partial (able to take care of certain things).

You can become **incapacitated** because of:

- an accident;
- a physical illness, such as a disease like Alzheimer's;
- a stroke;
- a mental illness;
- aging.

Mandator

A person who grants a mandate.

Mandatary

A person named in a mandate to act for another person.

Incapacity

A lack of ability, power or fitness.

Incapacitated

A person who cannot take care of himself or his property because he is sick, or old, or has had an accident.

? 3.3 What is a mandate in case of incapacity?

A mandate in case of **incapacity** is a written document that allows you to choose in advance the person who will make decisions about your **person** and your **property** if you become **incapacitated**. The person you choose is called a **mandatary**.

The mandate only applies while you are alive.

? 3.4 How do I make a mandate in case of incapacity?

You can make a notarized mandate or a mandate before witnesses.

A notarized mandate:

- A **notary** prepares your mandate using information you provide;
- A notarized mandate is easier to approve in court because the **notary** has already made sure you were **capable** when you prepared the mandate;
- The notary will register your mandate in the *Registre des dispositions testamentaires et des mandats du Québec* (Quebec Register of Wills and Mandates).

Notary

A person who has studied the law on wills and mandates.



.../

A mandate before witnesses:

- You or another person, such as a lawyer, can write the mandate;
- You must tell the two (2) witnesses the document is your mandate (you do not have to tell them what is in the mandate);
- You must sign the mandate before your witnesses, or tell them it is your signature if you have already signed the mandate;
- The witnesses must agree you are of sound mind, and they sign the mandate;
- The witnesses cannot be included in the mandate;
- You can have a lawyer register your mandate before witnesses in the *Registre des dispositions testamentaires et des mandats du Québec* (Quebec Register of Wills and Mandates) kept by the *Barreau du Québec* (Quebec Bar).



3.5 What should I include in a mandate in case of incapacity?

You can include whatever you like in a mandate. You can:

- name two mandataries, one to take care of your property and one to take care of your person, property or both;
- name a replacement **mandatary** if the first one can no longer be your **mandatary**;
- say how you want your property to be managed;
- say whether the mandatary is to be paid and how much;
- say what type of care you would like to receive. For example, you are seriously injured in an accident and do not want to be kept on life support (sometimes called a living will).

? 3.6 Should I tell anyone about my mandate in case of incapacity?

It is a good idea to tell someone you have a mandate, but you do not have to tell them what is in it. It is your decision. You should tell the person you have named as mandatary about the mandate, because he/she has to agree to accept this responsibility. You can tell your mandatary where to find the original copy.

? 3.7 How will my relatives know about my mandate in case of incapacity?

Your relatives can search the *Registre des dispositions testamentaires et des mandats du Québec* (Quebec Register of Wills and Mandates) to see if you have registered a mandate there. They can:

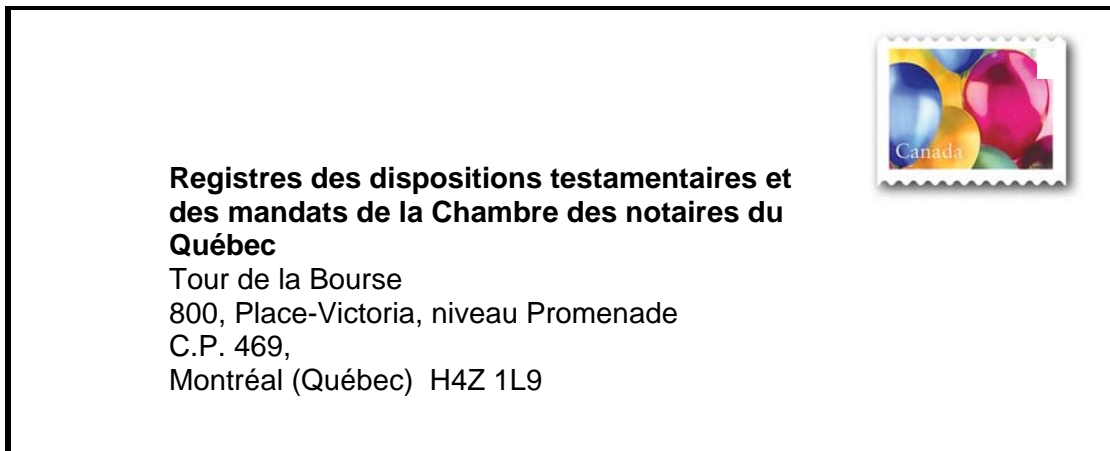


1. contact a **notary**, who will do the search for them, or
2. search the register themselves. They must send:
 - i. The original recent medical and psychosocial reports saying that the **mandator** is not **capable** or a recent report from the general director of a health or social services establishment and an affidavit (a statement written and signed by a person who swears under oath that the information in the statement is true) where you say what your relationship is to the mandatary;

.../

- ii. payment by Visa or Mastercard, a money order or certified cheque in the amount of \$46.02 (at the time of writing), to the order of the *Chambre des notaires du Québec*, and
- iii. the completed application form (available by e-mail at registres@cdnq.org, or by calling 1-800-340-4496 or 1-514-879-2906)

to the following address:



Your relatives will receive a search certificate that tells them whether a mandate is registered in your name. It will also tell them the name, address and phone number of the lawyer or **notary** who has the original mandate.

3.8 What happens if I am incapacitated and I have a mandate?

Your mandate must first be homologated before the mandatary can act for you. **Homologation** is a legal procedure that decides:

- if you are **incapacitated**;
- how **incapacitated** you are; and
- if the mandate is valid.

A mandate can be homologated by the court or by a notary. The mandatary must have the mandate homologated. You or a person close to you can challenge the **homologation** if you do not think you are incapacitated.

Homologation

A legal procedure that verifies whether a person is incapacitated and if the mandate is valid.



? 3.9 How is a mandate different from a power of attorney?

A **power of attorney** is a document like a mandate in case of incapacity. In a **power of attorney**, you name someone to manage your property or your person, or both.

A **power of attorney** may be limited to one act, or be general in nature.

You decide when the **power of attorney** starts and when it finishes.

The main difference between a **power of attorney** and a mandate in case of incapacity is that you must be capable for the power of attorney to be valid.

If you become incapable or incapacitated, the power of attorney immediately becomes invalid (no good). A mandate in case of incapacity only applies once the court has decided you are incapable.



Power of attorney

A document where you name someone to act for you, usually to manage your property.

3.10 What happens if I am incapacitated and I do not have a mandate?

The court will name someone to look after you. This can cost a lot and take a long time. If there is no family member or close friend to look after you, the Public **Curator** of Quebec will be responsible for you and managing your property.

3.11 How long does a mandate in case of incapacity last?

A mandate ends when:

- you die;
- the court decides you are better and can take care of yourself and your property;
- the court removes the mandatary because he is not doing a good job or does not want to be the mandatary any more. A new mandatary can take over if you named a replacement in your mandate.

NOTES

Section 4:

Access to Your Medical Files

- 4.1 Can I see my medical file?
- 4.2 Can other people see my medical file?
- 4.3 How can I see my medical file?
- 4.4 Can they refuse to let me see my medical file?
- 4.5 What can I do if they will not let me see my medical file?
- 4.6 What if the information in my medical file is wrong?
- 4.7 Can my family see my medical file without my consent?
- 4.8 Can my employer see my medical file?
- 4.9 Can my minor child see his/her medical file?
- 4.10 Can I see my minor child's medical file?



Section 4: Access to Your Medical Files

? 4.1 Can I see my medical file?

Yes, you have the right to see your medical file.

Confidential
To be kept secret.

? 4.2 Can other people see my medical file?

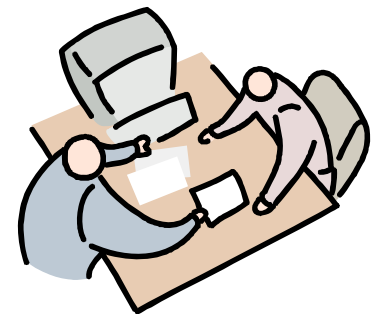
Your file is **confidential**, which means only you and the people who treat you can see it. If you want someone else to see the file, you must say so in writing.



? 4.3 How can I see my medical file?

If your file is at a private clinic: You should tell the clinic in writing that you want to see your file. The clinic has thirty (30) days from the date you ask to see your file to answer or contact you. You can arrange a time to go to the clinic and see your file. The clinic can charge you if you want to copy something from your file.

If your file is at an institution: The institution will tell you the name of the person in charge of medical files. Contact this person and ask to see your file. Usually you will have to fill out and sign a form. The institution must let you see your file within a reasonable time. The institution can charge you if you want to copy something from your file.



4.4 Can they refuse to let me see my medical file?

The general rule is you can see your file. However, the private clinic or institution can refuse to let you see your file if it has information the doctor feels could seriously harm your physical or mental health.

4.5 What can I do if they will not let me see my medical file?

Private clinic

Access

Able to see, get to.

If the clinic does not answer you, or will not let you see your file, you can ask the *Commission d'accès à l'information* (Commission on [Access to Information](#)) in writing to decide if the clinic was right to refuse to let you see your file. If the Commission decides it was not right, it can force the clinic to let you see your file. You do not have to pay anything.

Institution

If the institution does not answer you within a reasonable time, or will not let you see your file, you can:

- contact the *Commission d'accès à l'information* (Commission on [Access to Information](#)) in writing. The Commission will decide if the institution was right to refuse to let you see your file. If the Commission decides the institution was not right, the Commission can make the institution show you your file;
- ask the court to review the institution's decision; .../

- ask the *Tribunal administratif du Québec* (Administrative Tribunal of Quebec) to review the institution's decision. You do not have to pay to have the decision reviewed. Information on how to contact the Tribunal is provided in Section 6.3.

4.6 What if the information in my medical file is wrong?

If you find information in your file that is wrong, or if something is missing, you must contact the institution or private clinic. You should tell them in writing what is wrong or missing. The institution has thirty (30) days to respond. The clinic has twenty (20) days to respond.



If the institution or clinic will not make the changes, or does not answer you by the deadline, you can contact the *Commission de l'accès à l'information* (Commission on [Access](#) to Information).

4.7 Can my family see my medical file without my consent?

As a general rule, your family cannot see your medical file unless you consent.



However, if you are incapacitated, the mandatary or the person named by the court to look after you can see your file.

4.8 Can my employer see my medical file?

As a general rule, your employer can only see your file if you say it is okay.

This may happen if you are sick for a long time and your employer needs medical proof of your condition. Also, your employer will sometimes ask you to take a medical exam to see if you can physically do the job. Your employer will then see the medical report.

4.9 Can my minor child see his/her medical file?

A minor is a child under the age of eighteen (18) years old. Whether a minor can see his/her file alone depends on if he/she is older or younger than fourteen (14) years.

Under 14 years - A child under fourteen (14) years cannot see his/her medical file alone.

14 years or older – A child fourteen (14) years or older can see his/her file alone unless the doctor thinks there is something in it that could harm the child's physical or mental health.

4.10 Can I see my minor child's medical file?

You can see your minor child's file. However, a child 14 and over can refuse to let his/her parents see the file. The doctor must then decide if letting the parent see the file could harm the child's health. If the doctor decides it can harm the child, the parent may not see the file. If the doctor feels it will not harm the child, the parent may see the file even if the child has not consented.



NOTES

Section 5:

Complaints

- 5.1 What if I am unhappy with the care I received?
- 5.2 Where do I go to complain about a service in an institution?
- 5.3 Where do I go to complain about a service in a private clinic?



Section 5: Complaints

? 5.1 What if I am unhappy with the care I received?

The first thing you should do is talk to the person in charge of the department where you are receiving care.

If this does not help, you can file a complaint if you feel you did not receive proper care from the [health care professional](#) or the institution.

Where you file the complaint depends on if you were treated in an institution or in a private clinic.



? 5.2 Where do I go to complain about a service in an institution?

You can file a complaint about the health care services received at the institution where you were treated. You will have to fill out a form. The form is available at the [health care institution](#). The *users' committee** in the institution can help you file your complaint. A person called a *local service quality commissioner* will investigate your complaint.

Contact the health care institution directly for information on how to contact the *users' committee* and the *local service quality commissioner*. You can

also contact the Centre de santé et des services sociaux (CSSS) La Pommeraie, which is responsible for all the health care institutions in the Brome-Missisquoi county. Information on how to contact the CSSS La Pommeraie is provided in Section 6.3.

*** A note about the users' committee:**

Every institution must have a users' committee. The users' committee:

- informs users of their legal rights;
- finds out how satisfied users are with the health care services;
- defends users' rights;
- helps and accompanies users in making a complaint; and,
- improves users' quality of life.



5.3 Where do I go to complain about a service in a private clinic?

If you want to complain about a service you received from a doctor, you can file a complaint with the *Collège des médecins du Québec* (Quebec College of Physicians). Information on how to contact the Quebec College of Physicians and file a complaint is provided in Section 6.3.

If you want to complain about a service you received from a nurse, you can file a complaint with the *Ordre des infirmières et infirmiers du Québec* (Quebec Order of Nurses). Information on how to contact the Quebec Order of Nurses and file a complaint is provided in Section 6.3. .../

If you want to complain about a service you received from another **health care professional**, you must contact the professional order to which the **health care professional** belongs.

NOTES

Section 6:

Activities and Resources

- 6.1 Discussion Questions
- 6.2 Word Search
- 6.3 Resources and Contact Info



Section 6: Activities and Resources

6.1 Discussion Questions

You and your tutor will discuss what you have read about health law.



6.2 Word Search

Do you *consent* to find the words?

E H P Y T I C A P A C N I T A
 M L O Y Z A U Z D I O O N Y Z
 E N B M P S Q S R N N T B R K
 S L T A O M K V U S F A E A G
 U I B M L L C I K T I R F T K
 I L D V D O O S H I D Y R A T
 E N S E N L I G H T E N E D B
 M X T S E R C V A U N A E N L
 T A E E E F W C N T T P T A Y
 U N N Y G C F R B I I M A M C
 T J X D C R C E E O A O D C H
 O N I N A K I A C N L C N G D
 R S U B S T I T U T E C A F I
 P F G M I N O R Y T W A M R O
 R I B W L X V R O T A R U C E



ACCESS

ACCOMPANY

CAPABLE

CARE

CONFIDENTIAL

CONSENT

CURATOR

ENLIGHTENED

FREE

HOMOLOGATION

INCAPACITY

INSTITUTION

INTEGRITY

INVOLABLE

MANDATARY

MANDATE

MANDATOR

MINOR

NOTARY

RISKS

SIDE-EFFECT

SUBSTITUTE

TUTOR

6.3 Resources and Contact Info

COMPLAINTS:

CSSS LA POMMERAIE

To file a complaint about a service you received in a Brome-Missisquoi hospital, CLSC, long-term care residence or other health care institution:

Tel.: 450-266-5502

COLLÈGE DES MÉDECINS DU QUÉBEC (QUEBEC COLLEGE OF PHYSICIANS)

To file a complaint against a doctor:

Tel.: 514-933-4441
Toll free (outside Montreal):
1-888-MÉDECIN (633-3246)
Fax: 514-933-3112

Collège des médecins du Québec
2170, boulevard René-Lévesque Ouest
Montréal, QC H3H 2T8

ORDRE DES INFIRMIÈRES ET INFIRMIERS DU QC (QUEBEC ORDER OF NURSES)

To file a complaint against a nurse:

Tel.: 514-935-2501
Toll free (in Quebec): 1-800-363-6048
Fax: 514-935-1799

Ordre des infirmières et infirmiers du Québec
4200 Dorchester Blvd West
Montréal, QC H3Z 1V4

COMMISSION D'ACCÈS À L'INFORMATION (COMMISSION ON ACCESS TO INFORMATION)

Toll free: 1-888-528-7741

QUÉBEC CITY (Head Office)
575, rue Saint-Amable
Bureau 1.10
Québec, QC G1R 2G4
Tel.: 418-528-7741
Fax: 418-529-3102

MONTRÉAL
480, boul. Saint-Laurent
Bureau 501
Montréal, QC H2Y 3Y7
Tel.: 514-873-4196
Fax: 514-844-6170

TRIBUNAL ADMINISTRATIVE DU QUÉBEC (ADMINISTRATIVE TRIBUNAL OF QUEBEC)

Toll free: 1-800-567-0278

MONTREAL
Tribunal administrative du Québec
Secrétariat
500 René-Lévesque Blvd. West,
21st Floor,
Montreal, QC H2Z 1W7

If you are having problems seeing your medical file or there is wrong information in your medical file:

MANDATES AND SUBSTITUTE CONSENT:

**CHAMBRE DES NOTAIRES DU QUÉBEC
(QUEBEC CHAMBER OF NOTARIES)**

Information on mandates in case of incapacity, including a notary referral service, and the register of wills and mandates.

Tel.: 514-879-2906
Toll free: 1-800-340 4496

**REGISTRES DES DISPOSITIONS TESTAMENTAIRES ET DES MANDATS DU QUÉBEC
(QUEBEC REGISTER OF WILLS AND MANDATES)**

Chambre des notaires du Québec
800, Victoria Square, Promenade Level
P.O. Box 469,
Montreal, QC H4Z 1L9

**CURATEUR PUBLIQUE DU QUÉBEC
(PUBLIC CURATOR OF QUEBEC)**

Direction territoriale Sud et
Bureau de Longueuil
201, place Charles-Lemoyne
RC 02
Longueuil, QC J4K 2T5

Tel.: 450-928-8800
Toll free: 1-877-663-8174

Evenings and weekends:
Tel.: 514-873-5228
Toll free: 1-800-363-9020

HEALTH CARDS AND DRUG INSURANCE:

**RÉGIE DE L'ASSURANCE MÉDICALE DU QUÉBEC (RAMQ)
(QUEBEC HEALTH INSURANCE BOARD)**

Information on obtaining or replacing a health care insurance card and the drug insurance plan:

By telephone
The Health Insurance Infoline, 24 hours a day, 7 days a week
Quebec: 418-646-4636
Montréal: 514-864-3411
Elsewhere in Québec, toll free: 1-800-561-9749

.../

RÉGIE DE L'ASSURANCE MÉDICALE DU QUÉBEC (RAMQ)
(QUEBEC HEALTH INSURANCE BOARD) cont.

Agents are available during the following hours:
 Mon., Tue., Thurs., Fri.: 8:30am to 4:30pm
 Wed.: 10:00am – 4:30pm


at offices in:

Québec

1125, Grande Allée Ouest
 Québec, QC G1S 1E7

Montréal

425, boulevard de Maisonneuve Ouest
 3rd Floor, Bureau 300
 Montreal, QC H3A 3G5

Metro  Place des Arts, exit rue De Bleury Nord

Metro  McGill, exit rue Union

SERVICES IN ENGLISH

TOWNSHIPPERS' ASSOCIATION

203 rue Principale
 Cowansville, QC J2K 1J3

For information about health care services available in English in Brome-Missisquoi contact the Coordinator, Partners for Health and Social Services Townships Montérégie at:

Tel.: 450-263-4422
 Toll free: 1-866-263-4422
 Fax: 450-263-6317





Yamaska Literacy Council
239, rue Principale
Cowansville, QC J2K 1J4

Tel: 450-263-7503/866-337-7503

Fax: 450-263-7209

email: yamaskalit@endirect.qc.ca

website: www.nald.ca/ylc



YAMASKA
LITERACY
Council