

We will work together to provide you with a calm, welcoming, clean and safe environment.

- Anything that has an impact on your safety or any unacceptable behaviour towards you will be immediately dealt with.
- We will strive to minimize the risk of incidents or accidents and, if an incident or accident does occur, we will take the necessary measures to address the consequences and prevent a recurrence.

Your appreciation motivates everyone who works at the MHI.

- In accordance with our policy on conflicts of interest, it is prohibited for staff members to accept money or a gift of a significant value. Instead, you are invited to express your satisfaction by sending them a letter or making a donation to the Montreal Heart Institute Foundation.
- Unless you advise us otherwise, we will use your contact information to conduct surveys about the MHI or to invite you to make a donation to our Foundation.

Open to your needs and committed to respecting your rights

For any information about your rights as a patient, you are invited to contact:

The MHI User Committee

User Committee
Montreal Heart Institute
5000 Bélanger Street
Montréal, Quebec H1T 1C8

Telephone: 514-376-3330, extension 2427
Email: comitedesusagers@icm-mhi.org

The MHI Local Service Quality and Complaints Commissioner

The Local Service Quality and Complaints Commissioner answers to the Board of Directors in regards to promoting and protecting patient rights and processing their complaints in a timely manner.

Local Service Quality and Complaints Commissioner
Montreal Heart Institute
5000 Bélanger Street
Montréal, Quebec H1T 1C8

Telephone: 514-376-3330, extension 3398
Email: gabrielle.alain-noel@icm-mhi.org

*Approved by the Board of Directors
on May 9, 2016*

Code of ethics towards patients



Our commitment to patients

We will treat you with respect and dignity.

- We will speak to you and your loved ones using clear and respectful language, and we will identify ourselves by name and title.
- In our interactions with you, we will respect your modesty and dignity and will exercise restraint and show sensitivity.

We will provide you with quality services that are individualized to your state of health.

- We will respect your right to choose, to the greatest extent possible, the professional from whom you would like to receive the required care and services.
- During your treatment and after your discharge, we will continue to oversee the continuity of services required by your state of health through effective coordination.

We will provide you with personalized care and respect your opinions and beliefs.

- We will encourage you to participate in the care and services provided to you while facilitating the involvement of your loved ones, with your consent.
- We will respect your freedom of conscience or religion to the extent allowable by law and to the extent that this right does not undermine your own safety nor the rights and freedoms of the other people in your environment.

We will respect the rights of persons at the end of life and will make sure that their death takes place with dignity, considering:

- Every person whose condition requires it has the right to receive end-of-life care.
- Any person of full age who is capable of giving consent to care may, at any time, refuse to receive life-sustaining care or withdraw consent to such care.
- In the case of a minor or a person of full age who is incapable of giving consent, the person who may give consent to care on their behalf may also make such a decision. The refusal of care or withdrawal of consent to care may be expressed by any means.
- A person may not be denied end-of-life care for previously having refused to receive certain care or having withdrawn consent to certain care.
- Any person of full age and capable of giving consent to care can specify in advance, through advance medical directives, the medical care that they will agree or refuse to receive in the event that that become incapable of giving consent to care.

We will explain the goals of the care or services provided and their risks or consequences to allow you to make a free and informed decision.

- We will respect the rules of confidentiality in accordance with the laws in force. Whenever possible, we will discuss sensitive subjects with you in an area that assures confidentiality.
- Except in the case of emergency, we will obtain your consent or the consent of your duly appointed representative before carrying out any exam, any medical procedure or any intervention, and we will respect your refusal to receive care of any nature.

You are the primary person responsible for your health. Your involvement, and the involvement of your loved ones, is therefore essential and includes the following responsibilities:

- When dealing with staff and other patients, you are required to be respectful, patient, courteous and discrete at all times.
- You must use the services offered in a sound manner and refrain from making excessive demands or from discriminating against or harassing staff members.
- You are required to come to all appointments or advise us as soon as possible if you cannot keep an appointment.
- We ask you to help us keep the environment clean and to protect both your personal belongings and the property of the MHI made available to you.
- You must respect the MHI's rules and admission procedures, leave your room once you have been discharged, and pay any expenses incurred.