

IN SUMMARY, WHEN A PROBLEMATIC OR DANGEROUS SITUATION OCCURS:

- The patient or his relative notifies a healthcare worker.
- Caregivers take the necessary measures to protect the patient and to prevent problematic or dangerous situations.
- The patient or the family members can, at any time, contact the treatment team to answer their questions.

Approved by the Risk Management
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Security of care and services

For patients and their relatives

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SECURITY OF CARE AND SERVICES

SECURITY OF CARE AND SERVICES IS BASED ON THE PRINCIPLE OF MUTUAL RESPECT, WHERE EVERYONE'S COOPERATION IS ESSENTIAL. IN THIS SENSE, IT IS NECESSARY TO IDENTIFY THE RESPONSIBILITIES OF THE PATIENT, HIS RELATIVES AND THE TREATMENT TEAM.

MY RESPONSIBILITIES AS A PATIENT :

- I ensure that the care I receive is intended for me.
- I get informed on the care I receive and I ask for explanations when information seems unclear.
- I inform a healthcare worker if I do not feel well.
- I contribute to security by reporting any problematic or dangerous situations.
- I respect the code of conduct of my unit or my community housing resource.
- I respect the property of others, the physical environment and I report any damaged material to a staff member.
- I wash my hands when they are soiled, before eating, and after using the washroom.

MY RESPONSIBILITIES AS A PATIENT'S RELATIVE :

- I advise the treatment team of any change in the physical or mental condition of my relative treated at the Institut.
- I signal any problematic or dangerous situation to the treatment team.
- I respect the rules and safety guidelines of the Institut and its service points.
- I wash my hands and I wear a mask if I have flu symptoms (cough, fever, runny nose) when I visit the Institut.

RESPONSIBILITIES OF THE TREATMENT TEAM IN THE SECURITY OF CARE AND SERVICES :

- The team provides assistance and support to facilitate patient recovery.
- The team sets up preventive measures to avoid undesirable events.
- The team informs the patient, his family or his legal representative if an incident or accident occurs in accordance with established procedures.
- Without delay and in accordance with established procedures, the team reports any accident or incident of which it is informed or witnesses, in order to prevent, reduce or eliminate sources of danger.
- The team respects confidentiality and ensures the integrity of personal information.
- The team respects directives on hand hygiene and routine practices to prevent the transmission of infections.