

# YOUR RIGHTS AND CONTRIBUTION

CODE OF ETHICS  
WITH RESPECT  
TO THE CARE  
PROVIDED TO USERS



INSTITUT UNIVERSITAIRE  
DE CARDIOLOGIE  
ET DE PNEUMOLOGIE  
DE QUÉBEC

# PREAMBLE

The *Institut universitaire de cardiologie et de pneumologie de Québec – Université Laval* (Institute) is proud to present its code of ethics fully revised, entitled: “YOUR RIGHTS AND CONTRIBUTION – Code of Ethics with Respect to the Care Provided to Users.”

As provided for in the Act respecting health services and social services (R.S.Q., c. S-4.2, s. 233), every health care institution “must adopt a code of ethics which shall set out the rights of the users and the practices and conduct expected, with respect to the users, from the employees, the trainees, including medical residents, and the professionals practising in a centre operated by the institution.”

A code of ethics, in a health care institution, is therefore a fundamental text. It indeed sets out the values and principles to which the organization adheres, to serve as a guide for stakeholders, in order to help them judge the appropriateness of their behaviours toward users.

## A Unifying Exercise

This code of ethics results from a collective approach requiring the collaboration of many people, including physicians, employees, volunteers, directors as well as users and their relatives. In order to go beyond obligations under the law with the rights of users, all participants initiated a reflection from these two questions:

“What is the ideal stakeholder for you? ”...

“ How to translate users’ rights concretely? ”

In this sense the **code of ethics refers to concrete commitments and accurately reflects the values of the Institute**. As users and their relatives were an important part in this approach, this code includes, at their request, a section on the expected user contribution.

In addition this code highlights the Institute’s adherence to the ethical principle of autonomy, thus recognizing the ability of the sick person to make its own decisions. This principle is exercised in the care relationship framework where the user and the stakeholder together contribute in planning a coherent clinical pathway with the user’s life project.

That is to say more widely in the context of organizing care and services, users and their relatives, through their knowledge and as partners, exert a great influence on the Institute’s continuous improvement projects. The code of ethics comes to recognize them as people with an essential experiential knowledge, allowing the Institute to provide quality care and services.

If the Institute has a code of ethics, it’s because the stakeholders have collectively committed to the expected conduct expressed in the daily delivery of care and services and according to expectations formulated, users must actively collaborate in their care, to the best of their ability. The statements of this code are, moreover, perfectly in line with the Institute’s approach to care.

## Our General Commitment to Ethics

Ethics is the meaning that we give to conduct. Our ethics, in action, must be reflected in what we do toward our users. We are committed, as such, Institute's stakeholders, to make every effort to ensure that our behaviours are constantly animated with professionalism, integrity and humanism.

Ethical behaviour is the principle that integrates, encompasses and gives full meaning to values shared by all within the Institute. We gave ourselves, as such, four "guides" for behaviours, that is to say four fundamental values that must, according to us, always permeate our actions toward our users in the delivery of care we provide.

THE *values* THAT CARRY US :

**RECOGNITION**  
**RESPECT**   **ACCOUNTABILITY**  
**COLLABORATION AND PARTNERSHIP**



# OUR COMMITMENT TO YOU

**WE ARE CONCERNED TO PROVIDE YOU WITH COMPLETE AND QUALITY INFORMATION THAT WILL ALLOW YOU TO TRULY MAKE INFORMED DECISIONS ABOUT YOUR CARE.**

To do so, we are committed to:



- Ensure that you have all the required information on your health status to **collaborate in making decisions** related to your care goals and treatments.
- Explore with you the possible **treatment options** offered by new techniques and technologies, and provide you with **comprehensible information**, so that you can really understand the related pros and cons, and make an informed choice.
- Inform you, throughout a care episode, of the **steps** and **delays** inherent to care and services required by your condition and choose the appropriate time in order to share difficult information with you. Ensure as much as possible that your **state of mind** is taken into account during meetings.
- Always keep in mind the principle of **confidentiality** and take the necessary means to preserve your privacy.
- Refer you to the Medical Records Department when you want to consult **your file**.
- Inform you of **errors, incidents** or **accidents** occurring during your care episode, and explain to you the consequences and the measures taken in order to ensure any such event does not happen again.
- Learn about the avenues of recourse and resources at your disposal if you are dissatisfied, and on how to **complain**.



## WE ARE CONCERNED TO PROVIDE YOU WITH **HUMAN, QUALITY AND PERSONALIZED CARE.**

To do so, we are committed to:



- Always **put you at the heart of our interventions** by respecting your **dignity** as a user, and ensure that our actions and behaviours reflect it at all times.
- Ensure that you have access to the **professional of your choice**, subject to available resources and the urgency of the situation.
- Create a bond of **trust** in order to optimize **collaboration** and **partnership** between the health care team and you.
- Draw on the **experience** you have acquired as a user and, according to your will, that of your relatives who are accompanying you in your care.
- Adapt and personalize the care according to your abilities, **expectations**, beliefs and culture, while taking into account the limits of the institution.
- Accompany you in your recovery process or in the evolution of your situation, and take into account **your acceptance** and **learning rate**.
- Demonstrate an open attitude with respect to **your apprehensions, questions** and **worries**.
- Ensure **your consent** to care and services by respecting your **decision-making autonomy**, including your right to refuse care and services.
- Respect, in the continuity of care, your right to receive **end-of-life care**, to enforce your advance medical directives and to obtain medical assistance to die with dignity, this in accordance with the law and our end-of-life care policy.
- Maintain the proper environment that will contribute to **your well-being**.
- Consider **your dissatisfaction** and criticisms within a perspective of improving the quality of care and services.
- Facilitate your participation in **research** activities in order for you to benefit from various innovative treatment options, while ensuring your security.

# YOUR CONTRIBUTION

**YOUR COMMITMENT TO YOUR HEALTH IS IMPORTANT.  
ACTIVELY PARTICIPATE IN YOUR RECOVERY.**

**To do so, commit yourself to:**



- Be, you and your relatives, **courteous** and **respectful** toward the Institute's stakeholders and other users.
- Share all necessary **information** with stakeholders in order to allow them to really understand your situation, choices and expectations.
- Verbalize **your needs** and **questions**.
- **Collaborate** in developing your treatment plan and in your care, and follow it diligently.
- Draw on the **experience you have acquired** as a user in order to help us offer you better care and services.
- Notify us at the time of **problems** so that we find **solutions** with you.
- **Be curious**, to keep informed of your health status and of what you can do to improve it.
- Fully participate in your recovery and adopt **new lifestyle habits**.
- Become aware of limits on resources we have and **use the services you need wisely**.

# QUALITY OF SERVICES AND COMPLAINTS SUPPORT

The Institute attaches great importance to quality of care and services as well as respect of users' rights. You are invited to discuss it with the person involved if you are dissatisfied, then with the manager responsible for the care unit.

If you do not obtain satisfaction, and you wish to obtain additional information about your rights and the complaint examination process, the following resources can offer you their support.

## **LOCAL SERVICE QUALITY AND COMPLAINTS COMMISSIONER**

Institut universitaire de cardiologie et  
de pneumologie de Québec – Université Laval  
2725, chemin Ste-Foy, **bureau Y7191**  
Québec (Québec) G1V 4G5  
**418 656-4945**  
[lucpq.gestion.plaintes@ssss.gouv.qc.ca](mailto:lucpq.gestion.plaintes@ssss.gouv.qc.ca)

## **USERS' COMMITTEE**

Institut universitaire de cardiologie et  
de pneumologie de Québec – Université Laval  
2725, chemin Ste-Foy, **bureau Y2275**  
Québec (Québec) G1V 4G5  
**418 656-4804**  
[lucpq.comite.usagers@ssss.gouv.qc.ca](mailto:lucpq.comite.usagers@ssss.gouv.qc.ca)



## CONCLUSION

The Institute's code of ethics is our organization's commitment to adopt practices and conduct animated with respect, recognition, accountability, collaboration and partnership, the four underlying values of all our interventions within the institution. In addition to guaranteeing a high standard of quality in our care and services, this code also invites users and their relatives to assume their responsibilities with respect to their own care to the extent of their abilities.

“ It is all together that we can make a difference

and permeate our behaviours with these values! ”

