

RIGHTS AND OBLIGATIONS

The User's right:

- ↪ to life;
- ↪ to adequate health and social services;
- ↪ to information;
- ↪ to confidentially;
- ↪ to give or refuse consent;
- ↪ to participate in all decisions concerning you;
- ↪ to be accompanied and assisted;
- ↪ to appeal;
- ↪ to lodge a complaint.

The user's obligations:

- ↪ to use services judiciously;
- ↪ to respect the staff, other users and visitors;
- ↪ to respect the establishment's regulations (ex.: no smoking, visiting hours, etc.)



The exercise of the user's rights is achieved through mutual respect

Our commitment to our users: « Our mission: your well-being »

We want to answer your needs and expectations in the best way possible when delivering health and social service. To accomplish this, we promise you:

- Services provided by qualified staff members;
- If unable to deliver, to refer you to an establishment capable of providing care and services dictated by your state of health; to provide you with information on suitable community resources.

When you go to the CSSSRN for care and services, you can rely on:

- being greeted promptly, in a warm and personalized way;
- being treated with kindness, dedication and concern;
- being received in a timely manner or in a justified delay;
- being consulted and treated as an active participant in your treatment plan;
- being heard and having your ideas considered;
- being informed of your state of health and of options available to you;
- being supported in your choices;
- being respected in your right to privacy;
- being assured that all your information is confidential.

According to your wishes, your family or friends can be considered as partners in your health care. In being so, they can be involved in the preparation and delivery of care according to their request, their ability and their availability.

We encourage you to regularly consult our procedures which promote your well-being and insure that the delivery of care and services is effective and efficient.

We are open to criticism so we invite you to advise us of any observations, criticism or comments. This information is essential for improving the quality of care and services we provide.



This pamphlet is available because of a working partnership between Neighbours and the CSSSRN

At the Emergency



Priority is given to the most urgent cases!

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Welcome !

Evaluation

In the Emergency unit, the nursing staff will greet and evaluate your case.

This step allows for a quick evaluation of your state of health according to the 5-level Canadian emergency department triage and acuity scale which is explained below. Following the evaluation, the nursing staff will advise you of your order of priority.

If your state of health deteriorates while waiting, please advise the nurse immediately.

Definition of the order of priority

The staff prioritizes those whose physical or mental state of health is at short term risk.

Priority 1: Resuscitation

The user's life is in danger and his state of health requires **immediate medical attention.**

Priority 2: Very urgent

The user's life is in danger and his state of health risks permanent disability requiring evaluation and medical treatment **within 15 minutes.**

Priority 3: Urgent

The user's state of health could deteriorate requiring medical treatment **within 30 minutes** or a reevaluation by the nurse.

Priority 4: Less urgent

The user's state of health requires evaluation and medical treatment. Users are seen each their turn.

Priority 5: Non-urgent

The user's stage of health does not require necessary intervention. Certain individuals could use **outside medical resources other than the Emergency.**

When consulting, you should have:

- ✓ An up-dated list of your prescribed medication
- ✓ Your health insurance card

Departure

Should you decide to leave the Emergency unit before seeing the doctor, please advise a staff member.

Use of ambulance services

Users arriving by ambulance are evaluated with the same criteria as the walk-ins. A user arriving by ambulance could even be returned to the waiting room until seen by a doctor.

Conclusion

Wait time is determined by many factors, such as the number of users present, the order of priority and the severity of the health conditions of those in the Emergency unit.

All these measures are put into place to insure efficient emergency services that are offered to the entire population.