



Rights and responsibility of patients

Your rights

As a patient at our Apnea Health clinic you have the right to:

Receive appropriate and confidential health care and services in the language of your choice in either French or English

All Apnea Health workers are able to offer services in the language of the patient's choice. The information about the health, personal information and the contents of the patient's file is treated with discretion and confidentiality.

Be informed of your condition and to accept or refuse care

The patient must be able to make informed decisions about their health and wellness. If necessary, they can be assisted by a person of their choice (friend, family member) when they wish to obtain more information. The patient has the right to be informed about the options available to them and on the risks and consequences of various interventions. They also have the right to refuse treatment.

Be treated with respect and dignity

Patients are at the heart of the mission of Apnea Health. It is essential that they are treated with respect and dignity at all times. The patient's capabilities and needs must

be respected. Each patient must be received with equality and equity, regardless of ethnic, religious, social, cultural, psychological or physical differences.

Have the right to complain

The patient has the right to complain about the services received or should have received, as well as administrative or organisational problems. The procedure should allow the patient to express their complaint verbally or in writing. Apnea Health has a complaint form in each of its branches. These are then sent to Nadine Larochelle with which the patient can also communicate 1-800-727-8748 or 514-571-2611.

Be informed of the treatments, resources, services and options

According to the recommendations of the respirologist, the Apnea Health stakeholders have a duty to inform the patient in a fair and objective manner of the resources at its disposal and the various treatment options concerning them. The staff gives patients information or documentation on the clinic's services and products, as well as demonstrations and education on products and services that suit their needs.

Be informed of any accident having occurred during the provision of services

The patient has the right to be informed of any accident occurring during the provision of services they've received and might affect their health or well - being; the patient has the right to be informed of measures taken to counter, if any, of such consequences or to prevent recurrence of such an accident.

Apnea Health applies a declaration procedure, analysis and disclosure of incidents.

To participate in decisions concerning your care and give your consent

Apnea Health encourages patient participation to the extent of its capabilities and according to their wishes. The participation of the patient is privileged in all actions concerning children, especially when initiating therapy with continuous positive airway pressure (CPAP) and at follow up. The patient can choose the device and the mask of choice. Changes may be made to the extent possible, based on feedback from the patient to improve comfort and promote adherence. The consent of the patient must be free and informed.

Right to have access to your medical records

At any time, you have the right to see your medical records or to obtain a copy.

Right to respect for privacy, security and confidentiality

The information about the health status, personal information and the contents of the patient's file should be treated with discretion and confidentiality. The Apnea Health stakeholders are bound by professional secrecy.

Your responsibility

As a patient of an Apnea Health Clinic, you must commit to:

Respecting the staff members

The patient is responsible for the quality of their relationships with Apnea Health stakeholders who work with them and who are also entitled to respect. The clinic provides an environment where any form of violence and harassment is not tolerated. Safety is everyone's business, the patient is encouraged to notify us of any situation that seems risky to them and to report any situation that seems abnormal to them.

Provide accurate and relevant information about your health

In order to offer the best care, it is the responsibility of the patient to inform us of any changes regarding their condition.

This includes taking a new drug, recent surgery, the occurrence of adverse side effects related to treatment or discontinuation of treatment with continuous positive airway pressure.

Seek to maintain and improve your health and wellness

The patient has the primary responsibility for maintaining or improving their health. Improving the quality of sleep, reduction or disappearance of symptoms related to sleep apnea depends on their motivation, respect for the plan of action and therapeutic

adherence. Meanwhile, the success of treatment implies that the patient presents themselves at their clinic appointments and follow the recommendations given to them by the respiratory therapist in charge of their file.

Respect loaned materials and return assets in good condition

The patient is responsible for the preservation of public goods. Apnea Health expects that the facility and material made available to the patient during cardiopulmonary laboratory study, are maintained in good condition. This also applies to the equipment that is lent for the home test diagnosis and for the rental of equipment at the level of treatment.