

# Patient Rights and Responsibilities

## To Patients/Families or Representatives We will respect your right to:

- Receive appropriate services and treatments which are current, compassionate, confidential and respectful of human rights and diverse patient views and cultures
- Receive advice and treatment that meets or exceeds current standards of care within our resources
- Receive information about your diagnosis, medical condition, and treatment in understandable terms
- Make choices about treatments, and be informed of the health benefits and risks of those decisions
- Refuse treatment to the extent permitted by law and to be informed about the possible consequences of this choice
- Know the names of the members of your health care team and what they do
- Privacy while in the hospital and confidentiality of your health records
- Be listened to and have time to ask questions or express concerns within a safe environment
- Have your questions and concerns addressed within a reasonable time frame

## Mutual respect and cooperation are essential to the delivery of quality health care. Your rights carry with them certain responsibilities. We ask that you and/or your representative please:

- Provide to the best of your knowledge, accurate and complete information about your present health concerns, past illnesses and other matters relating to your health
- Tell health care team members about any medications, vitamins, herbal remedies, and over the counter medications you are taking, as this could affect your treatment
- Be considerate and respectful of other patients, hospital staff and hospital policies
- Follow your health care plan to the best of your ability
- Let staff know when you do not understand any or all of the information given to you
- Prepare yourself for your discharge from hospital by asking lots of questions
- Make sure you and your health care team agree on your treatment plan
- Speak up if a situation feels unsafe or out of the ordinary
- Be responsible for the safe keeping of clothing, money and personal belongings you chose to keep with you
- Make timely arrangements for pick-up and transportation home following your discharge



*If you have questions or concerns about your care, you may contact the Manager of the service concerned or the Director of Patient Relations and Patient Safety at (519) 376-2121 ext. 2311. Your feedback is valued and invited.*