

Patient Rights and Responsibilities



To Patients/Families or Representatives

We will respect your right to:

- Receive appropriate services and treatments which are considerate, compassionate, confidential and respectful of your diverse views and human rights
- 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 terms you can understand
- 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 the refusal
- Know the names and functions of the members of your health care team
- Privacy while in the hospital and confidentiality of all records regarding your care
- Be listened to and have time to ask questions or express concerns without fear of reprisal
- Have your questions answered 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 complaints, 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
- Be considerate and respectful of other patients, hospital staff and hospital policies including smoking and visiting policies
- Follow your treatment or 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
- 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 possessions you chose to keep with you while you are in this facility
- 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 Corporate Manager of Risk Management and Quality Improvement at (519) 376-2121 ext. 2308. Your feedback is valued and invited.

