



Patient Declaration of Values RIGHTS AND RESPONSIBILITIES

We believe that the following Rights and Responsibilities are paramount in establishing a relationship of mutual respect and understanding with our patients, residents, family members and substitute decision makers. We recognize that a patient's clinical condition may sometimes compromise or alter the ability to fully participate in their care and take responsibility for their actions.

DIGNITY & RESPECT

You have the RIGHT to . . .

Be treated with respect to reflect your dignity, individuality, and cultural background.

Be listened to and to get a satisfactory and timely reply to your requests for service that can be reasonably obtained.

Be accommodated for a disability in order to receive the same opportunity given to others to obtain, use and benefit from the goods or services at Nipigon Hospital.

You are RESPONSIBLE for . . .

Treating all members of your health care team, other patients/residents and visitors with dignity and respect.

PRIVACY

You have the RIGHT to . . .

The privacy and safe keeping of your personal health information as per hospital policy.

You are RESPONSIBLE for . . .

Respecting the privacy and confidentiality of others, including patients, families, visitors and staff.

EXPLANATION OF YOUR EXPENSES

You have the RIGHT to . . .

An explanation of any charges not covered by a provincial health care plan.

You are RESPONSIBLE for . . .

Ensuring your hospital bills are paid in a timely manner.

Providing accurate information on your health care coverage.

YOUR HEALTH CARE

You have the RIGHT to . . .

High quality and evidence based care delivered by professional staff in a facility that meets safety standards.

Know and understand the risks and benefits of any medicine, treatment, or decisions about your health care.

Make informed decisions about your care, including refusing care.

Know when something goes wrong with your care.

Receive disclosure of any adverse events.

Ask for a second opinion.

Have your care plan periodically reviewed with you.

Consideration of your emotional and spiritual needs as well as physical needs.

Have your pain assessed and best practices applied.

Continuity of the care plan throughout your hospital stay.

Effective discharge planning to assist in the transition to other levels of care.

You are RESPONSIBLE for . . .

Being an active member of your health care team; ask questions, be involved in the decisions about your care and follow the agreed upon treatment plan.

Notifying your health care team of any changes in your health.

INFORMATION & COMMUNICATION

You have the RIGHT to . . .

Ask questions and receive information, in terms and language you understand, about your health care.

Know the names, positions, and professional relationships of those on your health care team, including learners.

Review or receive copies of your health record in accordance with hospital policies and legislation (Personal Health Information Act).

You are RESPONSIBLE for . . .

Giving the caregivers accurate information about your health.

Asking questions until you feel you have all the information you need to make informed health care decisions.

PERSONS ACTING ON YOUR BEHALF

You have the RIGHT to . . .

Have someone act for you if you cannot act for yourself.

You are RESPONSIBLE, when able, for . . .

Choose someone in advance to act for you, should the need arise.

PATIENT RELATIONS PROCESS

You have the RIGHT to . . .

Know the process for expressing concerns about health care services received.

You are RESPONSIBLE for . . .

Conducting yourself in a respectful manner.