



Bill of Patient / Resident Rights and Responsibilities

RIGHTS

As a patient / resident you have the right to:

1. Receive safe, high quality care that is compassionate and respectful of your dignity, personal beliefs and culture.
2. Know the names, titles and roles of your healthcare providers.
3. Expect the healthcare team to be supportive and respectful of you and your family members / significant others.
4. Designate a Substitute Decision Maker or Power of Attorney who will make decisions about your care if you are unable to do so.
5. Receive care from a healthcare team that communicates well with each other and with you, to ensure your care is coordinated and evaluated.
6. Understand your healthcare needs, treatment options and the expected risks and benefits of recommended care; so you can make an informed choice to accept or refuse care, or request an additional opinion.
7. Be supported to participate in your care to the extent possible.
8. Receive information and support needed to understand and plan to meet your healthcare needs after discharge.
9. Privacy and confidentiality of all information and records relating to your care, in accordance with legislation.
10. Express honest opinions about your care experience and be assured that your opinions, whether positive or negative, will be used constructively to assess and improve quality of care.
11. Be informed of costs that you or your family will have to pay for, that are not covered by OHIP.
12. Review and access information in your health record in accordance with legislation and hospital policy.



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RESPONSIBILITIES

As a Partner in your healthcare it is your responsibility to:

1. Provide the healthcare team with accurate, complete information about yourself, including:
 - current condition
 - medical history
 - allergies or reactions you have had
 - prescription and non-prescription medication, and supplements (bring them with you)
 - other substances used
 - recent travel history
 - lifestyle and personal beliefs
 - problems affecting communication or learning: e.g. reading problems, hearing loss, memory problems
 - fears and anxiety
2. Ask questions whenever you don't understand something or if you need something repeated. This is very important.
3. Tell your healthcare provider if you think something is wrong, your condition is changing or you have pain.
4. Wash your hands on arrival and often during your stay, and ask your family or visitors to do the same.
5. Follow the treatment plan for your condition or tell your healthcare provider if you aren't doing this.
6. Follow safety instructions.
7. Tell us if you have a designated Substitute Decision Maker and provide a copy of the document.
8. Designate a person who may be given information about your condition and ensure that this person is identified to all concerned parties.
9. Be as considerate and respectful of other patients, residents, staff, physicians, volunteers and visitors, as you would want them to be of you.
10. Tell us if you are dissatisfied or unsure about any aspect of your care or your experience so we can deal with your concerns quickly.
11. Keep your appointments and prepare for them as instructed.
12. Be responsible for your belongings (e.g. leave expensive items at home).