

# Patient Rights and Responsibilities

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## Policy

Services de santé de Chapleau Health Services believes that each person is a unique individual who is entitled to dignity, respect and acceptance regardless of culture, race, ancestry, place of origin, citizenship, religion, gender, sexual orientation, age, disability, circumstances or condition.

### According to this philosophy the patient has the right to:

- Be treated with courtesy and respect in a way that fully recognizes your dignity and individuality, and to be free from mental and physical abuse.
- Expect staff will comply with applicable federal, provincial and municipal laws.
- Receive complete and current information regarding all aspects of care including your medical condition, treatment and proposed course of treatment in a manner that you understand.
- Participate with the health care team to decide a treatment or care plan that addresses your needs.
- Expect that all information about your health care will be kept private and confidential in accordance with the law.
- If you wish, designate a person to represent or support you in making decisions about your treatment of care.
- Be informed of who is responsible for providing direct care and the functions of all the members of your health care team.
- Expect to be provided with a safe environment that promotes autonomy and personal choice.
- Be informed of the hospital policies that apply to you.
- Express your concerns and receive a timely response.
- Refuse care as permitted by the law.
- Receive culturally-sensitive care.
- Be acknowledged in the language of your choice (English or French). The hospital will provide, if possible, the services of an interpreter to ensure that communication with members of the health care team is possible.

### As a Patient, it is your responsibility to:

- Inform your health care team of your past and current illnesses, hospitalizations, health conditions and medications.
- Be involved in your health care. Speak up if you have questions or concerns about your care.
- Ask questions about instructions received if these are not clear or cannot be followed.
- Treat the health care team with courtesy and respect, recognizing that the needs of other patients and families may sometimes be more urgent than your own.
- Accept responsibility for the decisions you make about your treatment.
- Be polite and respect the privacy of other patients, visitors and members of the health care team.
- Respect hospital property and act in a safe and responsible way.
- Refrain from the use of profane language and aggressive behaviours, towards staff, other patients, residents, volunteers or visitors.
- Understand that you may be responsible for all expenses not covered by OHIP or private insurance during your hospital stay.

If you feel one of your rights has been violated please ask to speak to a manager, the Patient Care Manager, the Director of Clinical Services or the CEO.

Please be aware that all health professionals are licensed under their respective Colleges. These health professionals have a responsibility to maintain the professionalism, conduct and clinical standards required not only by our organization but by their College, a failure to do such could result in reprimand, disciplinary actions, restricted practices and/or revoking of licensing.

As a patient, if you do not feel this organization has appropriate measures with regard to your concern, you have a right to contact the health professional's college directly. Contact information is available from the administration office.