



Patient Bill of Rights & Responsibilities

YOUR RIGHTS

You have the right to:

- Be treated with respect, consideration, dignity and compassion without discrimination.
- Receive information about your medical diagnosis, treatment and prognosis in a way you can understand.
- Make capable decisions about the plan of care prior to and at any time during the course of treatment.
- Refuse care, to the extent permitted by law and your capacity, and to be informed of the risks and benefits of that decision.
- Know who is treating you at all times and who is the health care provider in charge of your treatment.
- Express your concerns and receive a response to your questions.
- Make a complaint through channels provided for this purpose by the hospital and to have any complaint dealt with promptly and fairly.
- Enjoy a “smoke-free” environment within the hospital.
- Receive a copy of the hospital’s privacy policy and to be treated in a manner that respects your rights to privacy.
- Expect that members of your care team will communicate with one another in order to ensure continuity of care.

YOUR RESPONSIBILITIES

Your rights carry with them certain responsibilities. We ask that you or your representative respect the following obligations:

- Request further information concerning anything not fully understood.
- Provide, to the best of your knowledge, accurate, complete and up-to-date information about present complaints, past illnesses, allergies, hospitalization, medication and other matters relating to your health, to help us to care for you.
- Identify a representative with whom your health care provider can communicate in the event that you cannot speak for yourself.
- Follow, to the best of your ability, the treatment plan created with you.
- Be courteous and respectful of other patients, visitors and members of your health care team.
- Assist in the control of the number of people visiting you and discourage friends and family from visiting if they are sick or have been exposed to a communicable disease.
- Recognize that the needs of other patients and families may sometimes be more urgent than your own.
- Recognize that healthcare providers are not required to offer treatment to patients that the providers consider to be medically or ethically inappropriate or futile.
- Respect hospital property and comply with hospital regulations and policies.
- Respect the confidentiality of others who are being treated in the hospital.
- Be responsible for all expenses not covered by OHIP or private insurance during your hospitalization.