

**Ross Memorial Hospital
Policy and Procedure Manual
Volume 1**

8. 32.90 Patient Rights and Responsibilities

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The Ross Memorial Hospital fosters a partnership between patients, families and health care providers. The role of each patient is to exercise his/her rights and responsibilities with regard to the care provided.

Patient Rights:

We believe that patients are entitled to:

- Receive appropriate and satisfactory health care services
- Be treated in a considerate and respectful manner regardless of race, ancestry, place of origin, citizenship, religion, gender, sexual orientation, age, disability or social status.
- Privacy and confidentiality
- Access information in their health record.
- Request and receive the names of the health care providers involved in their care.
- Ask for and receive relevant information about their health status, diagnosis, plan of care, including the associated risks and existing alternatives to the proposed care. In the case of children or incapable patients, this information will be given to the patient's substitute decision maker / guardian.
- Refuse treatment and be informed of the health risks of their decision.
- Request information on alternative therapies
- Be informed of any additional financial costs that may be incurred for services.
- Raise concerns or recommend changes about the care and service without fear of reprisal.
- Have family and or friends safely assist with aspects of their care such as feeding and hygiene, where appropriate.

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Patient and or Substitute Decision Maker Responsibilities

We believe that patients and or substitute decision maker have the responsibility to:

- Collaborate with their health care providers during the course of their treatment.
- Provide accurate information about their illness.
- Accept responsibility for the consequences of refusing treatment.
- Treat their health care team in a respectful and considerate manner.
- Be respectful and considerate to other patients.
- Be patient if they encounter delays and understand that sometimes-other patient's needs may be more urgent than theirs.
- Ensure that visitors abide by the policies and rules of the hospital.
- Be responsible for personal property and valuables.
- Make arrangements for discharge when the health care team decides discharge is appropriate.
- Accept responsibility for all uninsured financial costs incurred in their care.
- Voice any concerns regarding care to their health care providers.
- If applicable, have a family member or friend appointed as a spokesperson (care partner) that would share information with, and provide regular updates to other family members and friends.

References:

Human Rights Policies and Practice in Ontario. Ontario Human Rights Commission 1997.

Lakeridge Health Corporation. Code of Conduct Program, 2001.

Humber River Regional Hospital. Rights and Responsibilities, Patient, August 2001

Approved by: Administration Committee, June 23, 2006