

# We can be exceptional together.

# Our Patient Bill of Rights

At RMH, we are committed to providing exceptional care.  
We want your hospital stay to be a positive experience.

## As doctors, staff and volunteers, we will:

- Introduce ourselves
- Be respectful and compassionate
- Work with you to plan your care
- Communicate with you to ensure you're receiving the best care possible
- Answer your questions and address any concerns you may have as quickly as possible
- Verify your identification prior to a procedure or treatment
- Ensure you're taking the right medication at the right dosage at the right time
- Protect your privacy
- Clean our hands regularly to help protect you from infection and instruct others to do the same
- Provide and maintain a safe and clean environment

## As patients and visitors, we will:

- Ask questions and communicate concerns
- Participate with the healthcare team in treatment decisions
- Provide accurate information about our illness and medical background
- Designate a spokesperson among family and friends to communicate with our healthcare team
- Clean our hands often and encourage others, including healthcare providers, to do the same
- Be responsible for our personal property and valuables
- Be respectful to doctors, staff, volunteers and other patients
- Respect visiting hours
- Make arrangements for discharge when our healthcare team has decided it's appropriate

**You are a partner in your health care.**  
**Your participation is important.**

Please feel free to discuss any concerns you may have with your care team or unit manager, or for more information on our services and policies, please see our "Handbook for Patients & Visitors".



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Kawartha Lakes