



Patient Bill of Rights and Responsibilities

South Huron Hospital Association's Patient Bill of Rights and Responsibilities represents important beliefs and behaviours that our staff and physicians strive to achieve in our relationships with our patients, families and our community.

As a Patient you have the right to:

- High quality, evidenced-based and patient-centered care that respects your unique needs, preferences and values.
- Have timely access to healthcare services that you need in a safe and clean environment.
- Be treated at all times with compassion, professionalism, dignity and respect.
- Know the name and role of your healthcare team members.
- Have the collection, use and disclosure of your Personal Health Information handled in a secure and confidential manner.
- Receive all your healthcare information or education in a clear, accurate and complete way.
- Participate actively in your care planning and in decision-making related to care.
- Accept or refuse any medications or treatment at any time once you have all the necessary information you need to make an informed choice.
- Be informed of unintended and preventable events that resulted in harm during your care and measures that the Hospital intends to put in place to prevent future incidents.
- Be provided with information about the Hospital complaints process so that you can ask questions and express concerns about your care or services without compromising access or quality of your care.
- Choose a Substitute Decision Maker who will speak and act on your behalf, if for any reason you become unable to act for yourself.

Mutual respect, cooperation and active partnering in care are essential to delivery of quality health care.

As a Patient you are responsible for:

- Providing all necessary information as requested by your healthcare team members and notify them of any changes.
- Being cooperative and actively involved in your plan of care and to ask questions when you don't understand or require more information.
- Playing an active role in promoting health and safety.
- Sharing any concerns about your care with the healthcare team.
- Following the treatment plan created for you to the best of your ability and recognize the risks and consequences of refusing treatment and/or leaving the hospital against medical advice.
- Being courteous and respectful of other patients, visitors and your healthcare team members.
- Being respectful of Hospital property and comply with Hospital regulations and policies.
- Advising the hospital as early as possible if you are unable to keep an appointment.

