

Patient and Caregiver Rights and Responsibilities

Rights of the Patient

As a patient, you have the right to:

- be treated with respect, compassion, consideration, and dignity without discrimination.
- receive medical advice and treatment that fully meets the currently accepted standards of care and quality.
- receive information about your diagnosis, medications, treatments, prognosis and discharge plan in a way that is clear and easy to understand.
- participate in decisions about your treatment and your discharge plans, and be notified when there are changes in your plan of care.
- have your caregiver included in the plan of care as you wish.
- accept or refuse any medication or treatment, be informed of the expected benefits and possible risks, and be supported in your decision.
- have your privacy respected and have all your information and records remain confidential.
- know where you can express a compliment, concern or complaint about your hospital experience.

Rights of the Caregiver

As a caregiver, you have the right to:

- be treated in accordance with the hospital's iCare Values (integrity, compassion, accountability, respect and engagement).
- be treated by caring staff who understand that the entire family is impacted by your loved one's condition.
- a hospital setting and health care team that values your point of view and perspective about your loved one's condition.
- to be actively involved in your loved one's care with your loved one's permission.
- be given information on hospital and community resources.
- know where you can express a compliment, concern or complaint about your hospital experience.

Responsibilities of the Patient

As a patient, you have the responsibility to:

- ask questions if you don't understand.
- be honest and open with your health care providers.
- follow your treatment plan.
- inform staff of changes in your condition.
- clean your hands and to encourage others, including healthcare providers, to do the same.
- support a safe environment by reporting anything of concern.
- invite loved ones and friends to visit you only if they are well.
- use appropriate language and be respectful of hospital staff and fellow patients.
- respect the privacy and confidentiality of fellow patients.

Responsibilities of the Caregiver

As a caregiver, you have the responsibility to:

- ask questions if you don't understand.
- clean your hands and to encourage others, including healthcare providers, to do the same.
- support a safe environment by reporting anything of concern.
- visit your loved one only if you are well.
- use appropriate language and be respectful of hospital staff and patients.
- respect the privacy and confidentiality of your loved one and of patients.