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.