

## Patient and Family Rights and Responsibilities

The following Rights & Responsibilities establish partnerships of mutual respect and understanding between you and your healthcare team.

As a Patient or Family Member, I have the **Right** to:

RESPECT:

- Receive safe and high quality care in a safe environment
- Be treated in a respectful manner, as a whole person, valuing the uniqueness of all individuals
- Have your privacy protected and your personal information and health kept confidential

COMMUNICATION:

- To be provided with complete and clear information about diagnosis, treatment, prognosis and discharge in a manner that supports the ability to make informed decisions regarding accepting or refusing proposed treatments.
- Maintain independence and make decisions about your care, unless you are unable, in which case information will be provided to a guardian, attorney or substitute decision-maker
- As a capable patient, refuse treatment and be informed of potential health risks of your decision(s)
- Have access to your medical records
- Be informed of any financial obligations that will be incurred as a result of your care

PARTNERSHIP:

- Express concerns, positive or negative, and receive a response to your questions
- Know the names and roles of your health-care team

As a Patient or Family Member, I have the **Responsibility** to:

RESPECT:

- Behave in a respectful way toward your healthcare team, other patients and visitors
- Respect that your healthcare team must prioritize their activities in order of urgency
- Respect other patients and their privacy and confidentiality

COMMUNICATION:

- Contribute actively to your healthcare decisions to the extent you are able
- Contribute to the quality of your care by providing an accurate health history, information about current medications, treatments
- Ensure that all expenses not covered by OHIP or private insurance are paid for

PARTNERSHIP:

- Participate in your treatment and rehabilitation to the extent you are able
- Secure your personal belongings and limit your personal items to ensure a safe space for all
- Comply and ask others to comply with infection control protocols and safety policies

If you have any questions or concerns, please contact Patient Relations at:  
705-567-5251 ext. 3202 or 705-544-2301 ext. 5236 or by email at  
[patientexperience@blancheriverhealth.ca](mailto:patientexperience@blancheriverhealth.ca)

## Declaration of Patient Values

This Declaration is Blanche River Health's commitment to partner with patients, families and caregivers to provide excellent care regardless of age, gender, race, disability, health status, faith, culture or sexual orientation. These values are a reflection of what patients, families and caregiver say is important to them while receiving care.

Respect	I will be treated in a kind and respectful way
Communication and Participation	Receiving information in a way that is understood to make the best care decisions
Partnership	Being included in the policies and activities related to person centred care

