

# Patient Rights and Responsibilities

## AS A PATIENT, I HAVE THE RIGHT TO:

### Respectful Care

- Receive safe, compassionate and timely care, free from discrimination and abuse.
- Receive equitable care that considers my culture, background, language, sexual orientation, gender expression and identity.
- Expect that my values, wishes and beliefs will be included in care plan discussions, including end-of-life care.

### Be Involved

- Be fully informed of my diagnosis and treatment in a way I understand.
- Act as an equal partner in planning care that meets my needs.
- Learn about the hospital policies that apply to me.

### Communication

- Raise questions and concerns, knowing my care will not be negatively affected.
- Know the names and roles of all members of my healthcare team.
- Know who my main contact is and how to reach them.
- Ask for a second opinion.

### Choices

- Choose a person to support me in making decisions about my treatment or care.
- Decide not to accept treatments recommended by my healthcare team. If I decide not to accept a treatment, I have the right to be informed of the risks.

### Privacy

- Have my personal information and privacy respected.

## AS A PATIENT, I HAVE THE RESPONSIBILITY TO:

### Be Respectful

- Do my part to help create a hospital environment that is free from discrimination or abuse.
- Respect the rights, privacy, property and diversity of staff, other patients and their families.
- Understand that the needs of other patients may sometimes be more urgent than my own.
- Respect the hospital rules and regulations.
- Understand that a treatment I ask for may not be provided if it is not recommended for medical or ethical reasons.
- Let my healthcare team know if I cannot attend an appointment.

### Communicate

- Fully share information about my current condition, past illnesses, hospitalizations and medications.
- Take part in creating and carrying out my care plan to the best of my abilities.
- Ask questions if instructions are not clear or cannot be followed.
- Ensure my healthcare team and my substitute decision maker are aware of my wishes, values and beliefs in case I am unable to make my own health or personal care decisions (advanced care planning).

### Participate

- Take part in discharge planning for leaving the hospital.
- Settle my account for any costs not covered by my provincial health insurance plan.
- Leave non-essential valuables, such as jewelry, at home.
- Take care of my tablets and smart phones, and my assistive devices, like hearing aids and glasses. If I am incapable, my family caregiver will assume responsibility.

If you have questions or concerns about these rights and responsibilities, please call Patient Relations at 613-696-7000 extension 19305.

Available online at [ottawaheart.ca/prr](http://ottawaheart.ca/prr).