

Patient and Family Bill of Rights



As a partner in your healthcare, your participation is important.

We need you to:

- Be an active participant in your own care.
- Ask questions until you believe you have all of the information you need to make informed healthcare decisions.
- Partner with us in developing a safe and timely discharge plan.
- Provide accurate personal health information to inform your healthcare team.
- Respect staff and physicians according to Niagara Health's Code of Conduct.

Understand Niagara Health will not tolerate verbal or physical abuse of staff, physicians, patients or visitors.

Consider that the needs of other patients may sometimes be more urgent than your own and that we are doing our best to meet everyone's needs.

Choose someone in advance to act or make decisions for you, should the need arise.

Safe, Quality Care

You have the **right to timely, high quality care** that meets or exceeds your expectations.

Your care will be provided in a **consistent, reliable manner** by highly skilled and knowledgeable staff and physicians.

We will collaborate with you to **ensure seamless transitions** throughout your care, including a safe and supportive discharge.

Our care follows best practice guidelines and is rooted in **research and innovation**.

Empathy and Compassion

We value **meaningful, authentic partnerships** in providing your care.

At Niagara Health, our **staff and physicians promise to show compassion** in a friendly caring environment.

We will demonstrate **empathy through our actions** to you to understand what matters most in your care journey.

Respect and Dignity

We promise to provide an **environment that is free from judgment and is respectful** of your individual identity, beliefs, values and culture.

We will **protect your health information** and respect your privacy and confidentiality.

At Niagara Health, we promise our **staff and physicians will treat you with respect and dignity**, valuing you as a whole person and not just a diagnosis.

Person-Centred Care

We will partner with our patients and families to **co-develop individualized care plans** that acknowledge unique physical, mental and emotional needs.

You can expect a **patient-centered approach** where your voice matters and you can feel safe to share your concerns.

Together, we will **develop mutually defined goals** inclusive of your personal preferences and needs.

Meaningful Communication

You can expect to be meaningfully involved in **transparent, collaborative conversations** about your care in terms you can understand.

You have the **right to ask questions about your care** to make an informed and confident decision.

Your care plan will be reviewed frequently and collaboratively with you to ensure you are an **active participant** in your own care.

You have the right to identify family and/or supports that can be **valuable contributors** in your circle of care.

Healing Atmosphere

You have the right to have your care provided in a safe, positive environment that **promotes healing and recovery**.

You can expect a **welcoming, clean atmosphere** with clear signage and personable staff and physicians to help you find your way.

Valued Care Team

Our environment is **free from aggression, disruptive behaviour and harassment**.

Our **promise is to protect** our patients, families, staff, physicians and community.

niagarahealth

Extraordinary Caring. Every Person. Every Time.

NiagaraHealth.on.ca

