

Partnering with Patients

We worked with patients, community members and members of our team to develop the following values aimed at establishing a caring relationship built on mutual respect and understanding with our patients, family members and alternative decision makers.

Niagara Health System is dedicated to providing compassionate, sensitive care and to achieving excellence in healthcare through our on-going commitment to education, innovation and research. We are committed to creating an environment in which our patients, family members and alternative decision makers are partners to ensure the delivery of the highest quality patient care.

Niagara Health System is devoted to providing care regardless of age, gender, race, disability, ill health, faith, culture or sexual orientation. We also recognize that a patient's clinical conditions may sometimes compromise or alter a person's ability to fully participate in their care and take responsibility for their actions.

Dignity, Respect, and Confidentiality

As a patient you have the right to:

- Be listened to, responded to and treated with dignity and respect.
- The privacy, safe keeping and confidentiality of your personal health information as per hospital policy.

Your responsibility as a patient in Healthcare:

- Treat all members of your healthcare team, other patients and visitors with dignity and respect.
- Respect hospital property, policies and regulations as they apply to you.
- Respect the privacy and confidentiality of others, including patients, families, visitors and staff as legislated in the Personal Health Information Protection Act.

Information and Communication

As a patient you have the right to:

- Ask questions about your health care and receive information in terms and language you understand.
- Know the names, positions and roles of those on your health care team, including learners and volunteers.
- Review or receive a copy of your health record in accordance with hospital policies and legislation (i.e. Personal Health Information Protection Act).

Your responsibility as a patient in Healthcare:

- Provide your healthcare team with accurate information about your health.
- Ask questions until you believe you have all the information you need to make informed health care decisions.
- Inform a staff member if you see a safety issue or have a safety concern.
- Notify your healthcare team of any changes in your health including increased levels of pain.
- When appropriate, identify a spokesperson to receive updates while you are in hospital.

Person acting on your behalf

As a patient you have the right to:

- Have someone act for you if you cannot act for yourself.

Your responsibility as a patient in Healthcare:

- Choose someone in advance to act for you, should the need arise.

Your Health care

As a patient you have the right to:

- High quality, safe, and evidence based care delivered by professional and courteous staff.
- Know and understand the risks, alternatives and benefits of any medicine, treatment, or decisions about your health care.
- Make informed decisions about your care.
- Be informed of any associated harm that can result from the refusal of medical advice or treatment.
- Be informed of harm as a result of care provided.
- Ask for a second opinion.
- Share your concerns.
- Provide your feedback about your health care arrangement.
- Have your care plan periodically reviewed with you and your healthcare team.
- Consideration of your emotional, cultural, and spiritual needs, as well as your physical needs and to receive communication in your native language or through an interpreter.
- Periodically have your pain management assessed and best practices applied.
- Continuity of the care and communication throughout your hospital stay.
- Comprehensive and collaborative planning to facilitate in the transition in a safe and supportive manner to other levels of care, including discharge from hospital.

Your responsibility as a patient in Healthcare:

- Be an active member of your healthcare team by asking questions and being involved with decisions during and after your hospital stay.
- Follow the treatment plan developed and cooperate with the healthcare team to ensure a safe discharge.

Expenses

As a patient you have the right to:

- An explanation of any charges not covered by a private and/or the provincial healthcare plan.

Your responsibility as a patient in Healthcare:

- Ensure your hospital bills are paid in a timely manner.
- Provide accurate information regarding your healthcare coverage.
- Work with staff to ensure safekeeping of valuables, medication and to leave valuables which are not required at home.

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PARTNERSHIP



RESPECT



COMMUNICATION

We want to hear from you

Niagara Health System values your feedback. Your experience will help us further improve the quality of the care that we provide to our patients and their families. Whether you have a compliment, complaint or comment, your feedback is very important to us.

Contact Information

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Stay Connected

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Find us on:

