

GRAND ROUNDS

Understanding your rights and responsibilities as a patient

RVH encourages patients to be active participants in their care. An important aspect of excellent health care is for patients and their loved ones to understand their rights and responsibilities before walking through our doors.

Our Patient Declaration of Values/Expectations was created in 2011 to ensure everyone is informed.

“We surveyed the public in 2010 on what was important to them related to their rights and responsibilities,” explains Vice President of Patient Care Services, Christene Ferguson.

As a patient, you have the right to privacy, confidentiality and security of your personal health information. You can also access your medical record. It’s your responsibility to respect the privacy of others seeking medical assistance.

It also states that everyone is entitled to high-quality, safe patient care services in a

safe, accessible environment free of discrimination, harassment or abuse.

Patients should recognize that the needs of others may sometimes be more urgent than your own and it is your responsibility to trust in our team to do what is best for everyone.

Patients and visitors are responsible for recognizing their role in patient safety and the safety of others, which can start by practicing good hand hygiene. Hand sanitizing stations are located conveniently at the entrances and throughout the hospital to help fight in the spread of germs and infections.

It is extremely helpful if your wishes and needs regarding care and treatment now and in the future have been communicated to your family and physician in advance of your hospital stay.

In the event that you are unable to consent to treatment because of mental or physical disability, your appointed medical power of attorney can then act as substitute decision maker.

It is your right to have access to reliable and current information about your health care options and patients are encouraged to actively participate in decision making/planning regarding diagnosis, treatment and discharge planning.

If your care involves an operation, you will be asked to sign a consent form to verify that the procedure has been explained to you. This step is to ensure that patients fully comprehend the risks and benefits involved for their surgery, treatment and recovery.

Patients need to keep their doctor and nurse informed about their progress. It is our responsibility to help you and it is your

responsibility to tell us if you aren’t feeling well or are in pain.

Above all, RVH patients have the right to be treated with dignity, courtesy and respect. In turn, patients should also respect and adhere to hospital policies by treating the health care team members, other patients and families with dignity, courtesy and respect.

Patients are welcome to share their health care experience with our management team by expressing positive or negative opinions. Comments can be directed to Chris Ferguson, Vice President of Patient Care Services at 613-432-4851 ext. 225.



Patient Raymond Cadieux looks over information forms with RVH RPN Amy Madigan.