

PATIENT'S RIGHTS AND RESPONSIBILITIES

Effective quality health care requires a cooperative effort between the patient and the facility personnel. Renfrew Victoria Hospital has many functions to perform including the prevention and treatment of diseases, the education of both health professionals and patients. Each must be conducted with concern for the patient and with recognition of the patient's dignity as a human being.

The patient and facility each have rights and responsibilities in this cooperative effort. Both the patient and the caregivers should understand these rights and responsibilities. The following is a guideline for patients' rights and responsibilities.

RIGHTS	RESPONSIBILITIES
<ul style="list-style-type: none"> ➤ Patients are entitled to know who is responsible for and who is providing their direct care. 	
<ul style="list-style-type: none"> ➤ Patients are entitled to receive - to the degree known - information about their medical condition, proposed course of treatment and prospects for recovery unless medically contraindicated. Patients, or their designated representatives are entitled to receive information concerning the patients continuing health care needs. Patients are entitled to participate - to the extent possible - in decisions relating to their health care and discharge. The staff will make every effort to assist patients in understanding this information. 	<ul style="list-style-type: none"> ➤ It is the patients' responsibility to advise caregivers when they do not understand information given regarding medical condition, course of treatment, prospect for recovery and continuing health care needs; or if they need additional assistance or information. Patients are responsible for providing complete and accurate information concerning their past and present health. Patients are responsible for acting in compliance with medical recommendations, and the staff is entitled to anticipate patient compliance.
<ul style="list-style-type: none"> ➤ Patients will be provided appropriate care without regard to race, religion, colour, national origin, sex, age, handicap, source of payment, marital status or sexual preference. 	<ul style="list-style-type: none"> ➤ Patients are responsible for promptly fulfilling financial obligations and providing information necessary to secure insurance or meet insurance requirements.
<ul style="list-style-type: none"> ➤ Patients are entitled to refuse treatment - to the extent provided by law - and to be informed of the reasonable anticipated consequences of the refusal. 	<ul style="list-style-type: none"> ➤ Patients are responsible for the consequences of any refusal of treatment or non-compliance with prescribed care. When such behaviour prevents the caregivers from providing appropriate care according to ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
<ul style="list-style-type: none"> ➤ Patients are entitled to privacy - to the extent feasible - in treatment and in caring for personal needs. 	<ul style="list-style-type: none"> ➤ Patients have the responsibility to behave toward others in a courteous and respectful manner.
<ul style="list-style-type: none"> ➤ Patients are entitled to information about the relevant facility policies, rules, regulations and expected conduct. 	<ul style="list-style-type: none"> ➤ Patients are responsible for adhering to all relevant facility policies, rules, regulations and expected conduct.
<ul style="list-style-type: none"> ➤ Patients are entitled to information about their medical records and information about their bills. Regardless of source of payment, patients are entitled to an explanation of their bill and information about financial assistance plans. 	<ul style="list-style-type: none"> ➤ Patients, if they so desire, are responsible for requesting copies of their medical records in accordance with the policies of the Renfrew Victoria Hospital Department of Clinical Records.

RIGHTS	RESPONSIBILITIES
<ul style="list-style-type: none"> ➤ Patients are entitled to information about the rights and responsibilities of Renfrew Victoria Hospital and its patients. 	
<ul style="list-style-type: none"> ➤ Patients are entitled to confidential treatment of personal disclosures and medical records. Records will not be released except as authorized by the patient, as required by law or third party payment contracts. 	

BASIC HUMAN RIGHTS

- Patients are entitled to exercise their rights as patients and citizens, and to have a right to expect courteous and respectful treatment. Patients have an obligation to respect the rights and property of other patients, the facility and health care personnel.
- Patients are entitled to their basic civil and religious liberties unless medically and/or legally contraindicated. These include:
 1. The right to communicate privately with an individual or group providing facility rules and regulations are followed.
 2. The right to be free from mental, physical or verbal abuse.
 3. The right to be free from chemical or physical restraints except, as medically necessary and only as provided by law and facility policy.
 4. The right to present grievances or recommend changes without restraint or fear of reprisal. If patients have grievances or questions concerning their care, they should contact their physician, nurse or other facility representative for assistance or information.
 5. The right to send and receive personal mail.

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