

PATIENT DECLARATION OF VALUES

POLICY

Campbellford Memorial Hospital (CMH) is committed to the delivery of excellent health care in our community. We firmly believe that engaging people to improve their care plays a key role in achieving health and well-being. Understanding your rights and responsibilities as a patient of CMH constitutes one of the most important aspects of building a successful interaction between you and your care providers.

Patient Rights

Patients have the right to:

- Feel safe
- Be treated with respect, consideration, dignity and compassion without discrimination
- Be listened to, ask questions and express concerns
- Receive safe and quality care in a timely manner by the most appropriate caregiver
- Privacy and confidentiality
- Be informed and participate in decision-making in their plan of care
- Be provided with transparent and full disclosure of information in order to make the best decision
- Have access to a contact person if concerns are not addressed to patient satisfaction
- Timely access to service and care
- Receive information that promotes good health and prevention of illness
- Make complaints, raise concerns and recommend changes without fear of reprisal
- Include their families or delegate in their plan of care and decision-making
- Engage in meaningful, honest and transparent communication when discussing their plan of care
- Have access to someone who will act as an advocate on their behalf
- Ask for pastoral/religious care
- Have access to care and services that accommodate accessibility requirements
- Be made aware of support services upon discharge
- Refuse treatment and be informed of the implications
- Ask their doctor or another healthcare professional for a second or further opinion about their health condition or proposed treatment

Patient Responsibilities

Patients and/or their representatives have the responsibility to:

- Use health care responsibly
- Maintain and provide accurate history and medical information
- Treat care providers with dignity and respect
- Participate in plan of care
- Keep all appointments and notify the appropriate departments if unable to do so
- Question information and instructions that is not understood
- Understand implications if refusing to follow recommended treatment plan
- Be respectful of the rights and the property of other patients, visitors and staff of the hospital

