Campbellford Memorial Hospital Board of Directors Policy Manual	Subject: **PATIENT DECLARATION OF VALUES** Policy # 4-040 Approved by: Board of Directors Issue Date: March 2011
Revised (R) / Reconfirmed (RC) Dates March 2016 (rc) May 2022 (r), May 2026 (r)	

POLICY

The Hospital is committed to the delivery of excellent health care. Engaging patients in their own care plays a key role in achieving health and well-being. Patients who understand their rights and responsibilities constitute one of the most important aspects of building a successful interaction between patients and care providers.

PURPOSE

The purpose of this Patient Declaration of Values is to articulate patients' expectations of Hospital care and care providers' expectations of patients and/or their representatives

PROCEDURE

The Board delegates to the CEO responsibility for the design, implementation and monitoring of an administrative policy and procedure that ensures patients and/or their representatives have the opportunity to read and understand their rights and responsibilities. This policy will include the requirement to post the following Patient Declaration of Values on the Hospital's website and in areas of the Hospital with public access

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Patient Declaration of Values Policy Statement

Patient Rights

Respect and Dignity

The right to expect:

- That our individual identity, beliefs, history, culture, and ability will be respected in our care.
- Health care providers will introduce themselves and identify their role in our care.
- That we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
- That families and caregivers be treated with respect and seen as valuable contributors to the care team.
- That our personal health information belongs to us, and that it remains private, respected and protected.

Empathy and Compassion

The right to expect:

- Health care providers will act with empathy, kindness, and compassion.
- Individualized care plans that acknowledge our unique physical, mental and emotional needs.
- That we will be treated in a manner free from stigma and assumptions.
- Health care system providers and leaders will understand that their words, actions, and decisions strongly impact the lives of patients, families and caregivers.

Accountability

The right to expect:

- Open and seamless communication about our care.
- That everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
- A health care culture that values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
- That patient/family experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs, and care within it.
- That health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- Health care providers to comply with their professional responsibilities and to deliver safe care.

Transparency

The right to expect:

- We will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
- Our health records will be accurate, complete, available and accessible across the provincial health system at our request.
- A transparent, clear and fair process to express a complaint, concern, or compliment about our care and that it will not impact the quality of the care we receive.

Equity and Engagement

The right to expect:

- Equal and fair access to the health care system and services for all regardless of language, place of origin, background, age, gender identity, sexual orientation, ability, marital or family status, education, ethnicity, race, religion, socioeconomic status or location within Ontario.
- That we will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.

Patient Responsibilities

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 are not understood
- Understand implications if refusing to follow recommended treatment
- Be respectful of the rights and the property of other patients, visitors and staff of the hospital

Note:
The Patient Rights portion of this declaration is based on the Patient Declaration of Values, drafted by the Minister's Patient and Family Advisory Council in consultation with Ontarians, to articulate patients' and caregivers' expectations of Ontario's health care system. The Declaration is intended to serve as a compass for the individuals and organizations who are involved in health care and reflects a summary of the principles and values that patients and caregivers say are important to them. The Declaration is not intended to establish, alter or affect any legal rights or obligations, and must be interpreted in a manner that is consistent with applicable law.

Monitoring

The CEO will report to the Board through the Quality Committee in a timely manner on any patient complaints or concerns respecting Hospital compliance with the rights contained in the **Patient Declaration of Values Policy Statement**.

The CEO will report annually to the Board through the Quality Committee on compliance with the delegated procedures of this policy.