

Our Declaration of Values & Patient Relations

Shared rights and responsibilities

Patient's Rights:

You, the patient/client/resident, have the right to:

- Receive care that is courteous, compassionate, timely, and without discrimination.
- Receive care in a safe and comfortable environment.
- Expect that your personal and medical information is treated with the highest level of confidentiality and privacy.
- Be informed by receiving complete and current information of:
 - all aspects of your health care in a manner that you understand,
 - the names and functions of all the members of your health care team, and
 - information as necessary to assist you to understand and comply with applicable Health Centre policies.
- Participate with the health care team in developing your health care plan that addresses your needs.
- Obtain a second medical opinion.
- Designate a person to represent you or support you in making decisions about your health care.
- Be able to freely express your concerns without fear of reprisal and receive a timely response.

Patient's Responsibilities:

Your rights carry with them certain responsibilities.

We ask you and/or your representative to:

- Provide relevant and accurate information to your health care team, such as a list of your medications/supplements/vitamins, past illnesses, allergies, and current health conditions.
- Be involved in your health care plan.
- Speak up if you have questions, concerns, or do not understand any information given to you, or if you do not understand information contained in your health care plan.
- Follow your plan of care to the best of your ability.
- Accept responsibility for the decisions you make about your health care.
- Be courteous and respectful of other patients, staff, volunteers, visitors, and WPSHC property.
- Encourage your family/representative to assist in your health care when appropriate.
- Respect Health Centre policies and act in a safe and responsible manner.

Patient Relations - we want to hear your compliments and concerns

In person • Hand written • Online

- Ask for this department Manager's contact information.
- Send us a letter - 6 Albert Street, Parry Sound, P2A 3A4.
- Write your comment online at www.wps hc.com by using the 'Contact Us' button and clicking on 'My Concern.'



Ask for a response and we will always answer in a timely way