

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.

West Parry Sound Health Centre

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We CARE For People

Compassion • Accountability • Rights and responsibilities • Excellence

5 steps to being more involved in your health care

Your Health Care Be Involved



Patient Safety

Your Health Care - Be Involved

Please visit www.wpshc.com

1 *One of the keys to getting the best health care is to be an active member of your health care team. This means taking part and being involved in every decision about your care. Ask questions and make certain that you understand what is happening with your care.*

It is often helpful to bring a family member or friend with you when you talk to your health care team. If you need an interpreter, ask in advance if there will be one there, or bring someone who can interpret for you.

You should understand as much as you can about any:

- medical problem you have (your diagnosis),
- treatment or procedure that you will have, and
- medicine you should take and how to take it.

Before you see your health care team, plan the questions you want to ask and write them down if you can. When you ask the questions, you may not understand the answers you get the first time. It is fine to ask again. You can say, "I'm not sure I understand what you said. Can you explain that to me again?" Also, ask where you can go for more information.

2 *You are the one who knows the most about your health. Tell the members of your health care team everything you can, even if you think they already know, and even if you think it is not important.*

Tell them if:

- you are not feeling well right now or have been sick lately,
- you are taking any medicine,
- you have had surgery or recent visits to the hospital,
- you have seen another doctor or gone somewhere else for health care,
- you have an ongoing illness like diabetes or heart disease,
- there is an illness that runs in your family,
- you have an addiction such as smoking, drugs, or alcohol.

3 *Bring all of your medicines with you when you go to the hospital or to a medical appointment.*

Some medicines combine with each other in your body and produce bad reactions. To protect you, your health care team must know about everything you take. This includes the drugs you take with a doctor's prescription. It also includes other medicines you buy, such as: vitamins, herbs and herbal remedies, food supplements, and 'over the counter' or non-prescription medicine you buy at the drugstore. When you are going to the hospital or to the medical appointment, put all of your medicines in a bag and take them with you. Always keep your medicine in the bottle it came in. If you cannot bring the medicines with you, another good thing to do is to keep an up-to-date list of everything you take.

4 *Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.*

If you get sick, your health care team may have to act fast. Before they give you any medicine, they need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food. Reactions can include rashes, headaches, breathing trouble, and feeling sick. Because some medicines have food in them (such as the eggs used in the flu shot), be sure to talk about your food allergies too. Tell a member of your team right away if a new medicine makes you feel unwell. If you do not know if you have allergies, you can get tested. Some people have reactions to anaesthetics - the drugs used to put them to sleep or stop pain during surgery. If you have ever had a reaction, tell your family and your health care team in case you need surgery again. Don't wait until you get sick to tell people about your allergies. Some people wear an ID bracelet such as MedicAlert™. This tells the health care team about your allergies when you can't tell them yourself.

5 *Make sure you know what to do when you go home from the hospital or from your medical appointment. When you are getting ready to go home from the hospital or after a medical treatment ask as many questions as you can to make sure you understand:*

- what treatment you received,
- whether you will have to pick up a prescription before you go home,
- what kind of transportation you will need to get home,
- the type of care you will need at home and if you will need someone to stay with you,
- what symptoms to watch for and who to call if something does not feel right,
- whether someone will be making a plan with you for home care,
- what medicine you must take, how to take it, and any side effects,
- what foods you should eat and not eat,
- when you can go back to normal activities, such as work, school, exercise, and driving,
- what follow-up appointments you will need and who will make them.

Write your information down or it may be helpful to have a family member or friend with you. They can help you to write down everything you should know about your care.