

Patient Rights and Responsibilities

Effective Date: 09-13-2024

SCOPE:

This policy and procedure applies to all employees of the Royal Victoria Regional Health Centre (RVH) as well as professional staff with RVH privileges (including medical, dental, midwifery, and extended class nurses who are not employees of RVH), volunteers and students. These individuals shall be referred to collectively as Workers herein. The requirements apply whether working on RVH property or working on behalf of or representing RVH elsewhere.

POLICY STATEMENT:

RVH encourages a partnership between patients and healthcare providers; the values of which include Collaboration, Accountability, Respect and Compassion, Excellence and Safety. This policy and procedure reflect the rights and responsibilities of the patients and families that we care for. Mutual respect and collaboration are foundational to the caring partnership between patients, families, and the healthcare team. The intent of this policy is to:

1. Support a safe, inclusive and healthy environment for all;
2. Improve the patient and family experience;
3. Ensure the needs and safety of patients is a top priority; and
4. Enhance the employee, Professional Staff, volunteer and student experience, engagement and teamwork/collaboration.

Patient Rights & Responsibilities shall be made available to patients and families through posters, admission packages and publicly on the RVH website.

PROCEDURE:

1. All Workers at the Royal Victoria Regional Health Centre (RVH) are responsible for ensuring they respect the Patient Rights and Responsibilities outlined below;
2. Any patient and family concerns or complaints shall be addressed following the RVH Policy, *Management of Patient, Family and Visitor Compliments, Concerns, Requests and Inquiries*.

Patient Rights and Responsibilities

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COLLABORATION	
<p>Patients have the right to:</p> <ul style="list-style-type: none"> • receive clear and transparent information about their health and healthcare plan from their care team • receive timely interpretative services in their language of choice including Sign Language • collaborate with their healthcare team to achieve their health goals • be presumed to have decision making capacity unless found to be incapable • receive all information necessary to give informed consent for diagnostic or treatment intervention, including known material risks, benefits and alternatives. In the event if there is a paediatric or an incapable patient, this information will be given to the patient’s guardian, attorney for personal care or substitute decision maker in accordance with the RVH Consent to Treatment Policy; and • express concern about the care or treatment they have received with the goal of resolving conflicts at the earliest stage possible without reprisal • ask when they have questions or concerns about their care 	<p>Patients have the responsibility to:</p> <ul style="list-style-type: none"> • contribute actively to their healthcare and healthcare decisions to the extent they are capable • to the best of their ability, provide the healthcare team with accurate and complete information about current prescriptions, allergies, treatments, and follow healthcare team recommendations as they may choose to do (see “decline treatment” and “consider options and consequences” below) • participate in their treatment and rehabilitation at the level they choose
ACCOUNTABILITY	
<p>Patients have the right to:</p> <ul style="list-style-type: none"> • be treated with respect and dignity throughout their care journey • as a capable patient, pursue or decline treatment and be informed of the potential health risks of their decision 	<p>Patients have the responsibility to:</p> <ul style="list-style-type: none"> • consider options and consequences of medical recommendations when making treatment choices • make arrangements for discharge when the healthcare team determines that a discharge

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<ul style="list-style-type: none"> know the names and roles of their healthcare team be informed of their financial obligations for care in a timely manner 	<p>is appropriate or discuss alternate discharge arrangements and related consequences</p> <ul style="list-style-type: none"> understand they will be responsible for all expenses not covered by the Ontario Health Insurance Plan (OHIP) or private insurance and discharge their financial obligations for care in a timely manner keep scheduled appointments, or cancel when unable to attend appointment
RESPECT	
<p>Patients have the right to:</p> <ul style="list-style-type: none"> be treated in a considerate, respectful manner regardless of age, sex, ancestry, colour, ethnic origin, place of origin, creed/religion, disability (whether physical/mental, past/present/future, and/or perceived/actual), family status, marital status, gender identity or expression, sexual orientation, receipt of public assistance, and/or other future protected grounds under the Ontario Human Rights Code receive care that is free from discrimination, harassment, reprisal, and exploitation have a support person or advocate involved in their care, if available and in accordance to the RVH Family Presence Policy 	<p>Patients have the responsibility to:</p> <ul style="list-style-type: none"> be considerate and respectful of RVH employees, professional staff, students, volunteers, other patients and families regardless of age, sex, ancestry, colour, ethnic origin, place of origin, creed/religion, disability (whether physical/mental, past/present/future, and/or perceived/actual), family status, marital status, gender identity or expression, sexual orientation, receipt of public assistance, and/or other future protected grounds under the Ontario Human Rights Code respect healthcare team priorities and the need to attend to activities in order of urgency respect RVH and other patients' property
EXCELLENCE AND QUALITY CARE	
<p>Patients have the right to:</p> <ul style="list-style-type: none"> receive high quality patient care consistent with best practices and within existing resources receive care in a safe and secure environment that optimizes quality of life and minimizes potential harm be informed of opportunities to participate in research 	<p>Patients have the responsibility to:</p> <ul style="list-style-type: none"> bring a current list of their medication when they attend the health centre or a medical appointment do their best to follow their care plan make informed choices about their participation in research and communicate their preferences to the healthcare team ensure they know what to do when they go home from RVH or from a medical appointment

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<ul style="list-style-type: none"> • have access to their healthcare record in accordance with current legislation and RVH policy • ensure their healthcare record is accurate when reviewing and accessing their records • have the right to file a complaint or escalate a concern 	
SAFETY	
<p>Patients have the right to:</p> <ul style="list-style-type: none"> • a safe care environment that is universally-accessible • access to assistive devices when needed while at RVH • have access to timely care and attention • privacy and confidentiality of all personal information and clinical records regarding their care in accordance with the RVH privacy policies and practices • ask healthcare providers to wash their hands • emotional safety and well-being, equitable access to care, sense of belonging 	<p>Patients have the responsibility to:</p> <ul style="list-style-type: none"> • behave in a safe and responsible manner • be aware that the loss of their personal belongings and valuables are not the responsibility of RVH, and RVH will not assume financial responsibility • respect the privacy and confidentiality of other patients and the healthcare teams • comply and ask others to comply with RVH infection control and safety policies • comply with RVH's zero tolerance for any form of workplace violence

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CROSS REFERENCES:

Royal Victoria Regional Health Centre (2023). Policy and Procedure, *Code of Conduct Policy*

Royal Victoria Regional Health Centre (2023). Visitor & Essential Care Partner Presence Policy

Royal Victoria Regional Health Centre (2021) Policy and Procedure, *Management of Patient, Family and Visitor Compliments, Concerns, Requests and Inquiries*

Royal Victoria Regional Health Centre (2021) Policy and Procedure, *Privacy of Personal Information (PI) and Personal Health Information (PHI)*

Royal Victoria Regional Health Centre (2023) Policy and Procedure, *Workplace Harassment Prevention*

Royal Victoria Regional Health Centre (2023) Policy and Procedure, *Workplace Violence Prevention*

Royal Victoria Regional Health Centre (2022) Policy and Procedure, *Consent to Treatment*

REFERENCES:

Accessibility for Ontarians with Disabilities Act (AODA), 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Human Rights Code, R.S.O. 1990.c.H.19

Leadership Standard 1.5, Qmentum Global Program (2021), Accreditation Canada

Ontario Bill 168, *Occupational Health and Safety Amendment Act, 2009.*

Ontario Hospital Association. Document. *Your Health Care Be Involved. 2009*

Patient Rights and Responsibilities

Studer, Q. (2003). *Hardwiring Excellence*. Gulf Breeze, Florida: Fire Starter Publish