

# Patient and Family Rights and Responsibilities

The following Rights and Responsibilities are key in establishing partnerships of mutual respect and understanding between you and your healthcare team.

## As a patient or family member, you have the Right to:

- Be listened to and treated with respect, consideration, dignity and compassion.
- Receive safe, competent and timely care.
- Ask for a second or further opinion about the health condition or treatment.
- Be informed of the names and roles of the team members providing care.
- Participate as part of the healthcare team in developing your plan of care.
- Receive the necessary information, in a way that is understandable.
- Designate a person to represent or support you in making decisions about your plan of care, if you choose.
- Have access to someone who will act as an advocate on your behalf.
- Have your privacy and confidentiality protected.
- Provide feedback about your care and share your concerns.
- Choose a caregiver when transitioning to home or to community
- Refuse treatments and be informed of the clinical consequences of these decisions.
- Take part in discharge planning and transitions.

## As a patient or family member, it is your Responsibility, when able to:

- Provide correct and complete information about your current and previous medical history.
- Treat your healthcare team with courtesy and respect.
- Be mindful of the healthcare team's obligations to other patients.
- Respect hospital property, policies and rules.
- Be considerate of the rights and property of others.
- Ask questions about information and instructions that are not understood.
- Notify the appropriate departments if unable to keep your appointments.
- Participate in planning your care at the level that you choose.

If you have questions or concerns, please contact Patient Relations at: 905-522-1155 ext. 33838  
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