

Patient Declaration of Values

At St. Joe's we believe that the following Rights and Responsibilities are key in establishing a partnership and a relationship of mutual respect and understanding with our patients, family members and partners in care. We are committed to providing patient care regardless of age, gender, race, disability, ill health, faith, culture or sexual orientation.

As a patient you have the RIGHT to:

- Be listened to, responded to and treated with dignity and respect.
- Provide feedback about your care and share your concerns.
- Have your personal health information kept safe and confidential.
- Information to help you understand your medical condition.
- Know the name, profession and duty of the treatment team working with you.
- Participate in decisions about your care. Participate in your plan of care including:
 - Treatment (s) and test (s) with an explanation of their benefits/risks
 - Other ways to treat your illness
 - Discharge plans
- Receive care in a safe environment.
- Have someone act for you if you cannot act for yourself.

As a patient you are RESPONSIBLE FOR:

- Giving correct and complete information.
- Respecting hospital property and policy.
- Respecting the privacy and confidentiality of others, including patients, families, visitors and staff.
- Taking part in planning for your transition to home or other facilities.
- Being active in your care, treatment and discharge plans.
- Informing a staff member if you see a safety issue or have a safety concern
- Choosing someone in advance to act for you, should the need arise.

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

