

Exceptional Care — Together

Our Patient Bill of Rights

A Patient Bill of Rights outlines what patients can expect of their healthcare providers, and in turn, what the healthcare team expects of them. By setting out these obligations and expectations in a clear list, it's hoped that our patients will have a more positive experience during their hospital stay. At the same time, they will learn how they can play a greater role in their own care, and help the healthcare team provide the best care possible.

As your healthcare team, we will:

- Introduce ourselves.
- Verify your identification prior to a procedure or treatment.
- Be respectful and compassionate.
- Ask you questions, listen to your answers and respond appropriately.
- Answer your questions, work with you and, with your consent, your family, to plan your care.
- Address any concerns you and your family may have as early as possible to ensure you're receiving the best possible care.
- Protect your privacy and health information.
- Clean our hands regularly to help protect you from infection and encourage others to do the same.
- Provide and maintain a safe and clean environment.
- Be respectful of race, religion, nationality, culture, gender and sexual orientation, providing equal care to all.

As patients, family members and support people, we will:

- Designate a primary contact person among family and friends to communicate with our healthcare team.
- Provide accurate information about our illness and medical background.
- Be respectful to doctors and midwives, staff, volunteers and other patients, and not take pictures or recordings without their permission.
- Ask questions when we are unsure or need information.
- Participate in developing and carrying out a plan of care that supports the patient's wishes and best interests.
- Express concerns in a respectful manner.
- Clean our hands often and encourage others, including healthcare providers, to do the same.
- Be responsible for our personal property and valuables.
- Respect hospital policies that ensure the best care for all patients.
- Work with the healthcare team to make arrangements for discharge when it's deemed appropriate.

You are a partner in your health care. Your participation is important.



**ROSS MEMORIAL
HOSPITAL**
Kawartha Lakes

Please feel free to discuss any concerns you may have with your care team or unit manager.
For more information on our services and policies, please see our Patient & Visitor Handbook or our Better Together Guide.