



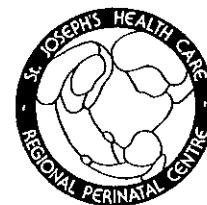
A respected source of
excellent health service...
guided by the people we
serve...
provided by people who care

Values

Respect, Excellence,
Compassion

In the spirit of community,
in the pursuit of health

Perinatal & Women's Health Services



**Patient
&
Parents**

**Rights &
Responsibilities**



**Care is a
Partnership**

"Our commitment to you and what you can do to help us"

As a Patient and/or Parent, you have the Right to...

- ❖ be called by your name
- ❖ be greeted with a smile
- ❖ be treated in a kind and respectful way
- ❖ care that respects your values
- ❖ know the names and roles of the people involved in your care
- ❖ make choices about your care, whenever possible
- ❖ have help with your pain
- ❖ cry, make noise or object to anything that hurts you
- ❖ have someone with you, whenever possible
- ❖ know what is happening to you and have all your questions answered in words you understand

- ❖ be safe and comfortable
- ❖ decline care as permitted by the law
- ❖ be told of the fees not covered by OHIP that you or your family will have to pay
- ❖ have information about you kept private and confidential
- ❖ receive family centred care
- ❖ be provided with an interpreter when needed
- ❖ receive understandable discharge instructions

You have the Responsibility to...

- ❖ be polite and respect other patients, visitors and people involved in your care
- ❖ give accurate information to help plan your care

- ❖ ask questions of the people involved in your care
- ❖ accept responsibility for the decisions you make about your care
- ❖ take care of your personal belongings
- ❖ respect hospital property
- ❖ act in a safe and responsible way
- ❖ understand and be responsible for all expenses not covered by OHIP or private insurance
- ❖ understand that the needs of other patients and families may sometimes be more urgent than your own
- ❖ tell us if you are not satisfied with any care received