

CHARTER OF PATIENTS' RIGHTS

YOUR RIGHTS AS A PATIENT

ACCESS - You have the right to access health services that are appropriate to your needs.

COMMUNICATION AND PARTICIPATION – You have the right to get information about your health and the services and treatment options available to you. You have the right to be involved in decisions about your care.

CONFIDENTIALITY - You have the right for your personal health information to be kept confidential, to know how it is used and how to access it.

PRIVACY – You have the right to personal privacy which should be maintained by proper handling of your personal health.

RESPECT – You have the right to be treated as an individual with dignity and respect regardless of your circumstance.

SAFETY – You the right to the best care and treatment provided by qualified staff delivered in a safe, caring and clean environment.

INFORMED CONSENT – You have the right to an informed consent process that explain your condition and treatment to be provided, and your right to consent or refuse treatment.

FEEDBACK AND COMPLAINTS – You have the right to have a say in the care and services provided for you. You have the right to have your concerns and complaints dealt with in the most timely and appropriate way.

YOUR RESPONSIBILITIES AS OUR PATIENT

You have a responsibility to ensure that you receive the best care and services by:

You have a responsibility to provide us with accurate and useful information including your medical history and all medication you have been taking.

You have a responsibility to inform us of any change in your condition or any problems you may have in taking your medication.

You have a responsibility to follow the instructions of your care provider and tell us when you do not understand the instructions so that they can be explained to you in a clear and simple way.

You have a responsibility to ensure that all documents about your health and medical treatment are safely secured and are presented to us when you are requested to do so.

You have a responsibility to treat hospital staff and fellow patients with respect.

You have a responsibility to keep your appointments. If you are unable to do so let us know.

You have a responsibility to display proper behavior and refrain from using abusive language while you are in our care.

You have a responsibility to protect hospital's property and comply with the dress code.

