

Rights and Responsibilities

Typed reading from video

Patients have the right for considerate, respectful and dignified care which respects their cultural, psychosocial, spiritual and personal values, beliefs and preferences.

Patients have the right to: present complaints and grievances and expect a response intended to resolve the complaints.

information regarding their diagnosis, treatment, and prognosis.

To effective communications and to receive, at no cost, language assistance as necessary in patient care and care related activities.

Privacy, confidentiality, and security in regard to their care, information and records.

Participate in decisions about the scope and intensity of their care, treatment, and services and have decisions about services, care and treatment based on their needs.

Patient responsibilities: to provide the health team with information that is accurate and complete, including but not limited to information required to assess the need for and provide care, treatment, and services and to make referrals for transfers of and discharges from care, to register for care and allow the Council to bill and collect appropriately and to determine eligibility for select project or programs.

Ask Questions and express concerns or lack of understanding in a timely about planned and provided care, treatment and services.

Follow instructions related to and comply with agreed to treatment or care plan.

Behave in a respectful manner and to not be physically or verbally abusive to other clients, patients and or staff.

Behave in a manner that is not disruptive to the orderly operation of business.

Protect their own health through making proper choices in regard to nutrition, drinking, smoking and exercise.