

Patient Rights & Responsibilities

To achieve our commitment to quality patient care, the Middlesex Hospital Alliance identifies the following Patient Rights and Responsibilities:

Every patient has the Right to

- Be treated in a manner that is respectful and considerate of each individual as a whole person
- Privacy and confidentiality of your health information
- Receive relevant information and education concerning your condition, diagnosis, treatment and prognosis in a manner that is understandable to you
- Make decisions about the plan of care prior to, and at any time during the course of, treatment
- Clean, comfortable, safe and secure environment
- Information of any expenses that will be incurred by hospitalization
- Expect members of your healthcare team to communicate with each other in order to ensure coordination of care
- Express your concerns and to receive a response to your questions
- Know who your care providers are and who the physician in charge of your treatment is
- Refuse treatment in accordance with the law and to be informed of the health risks and benefits of this decision

Every patient has a Responsibility to

- Provide accurate and complete information about your health to your hospital team member to help them care for you
- Participate cooperatively, to the best of your ability, in a mutually agreed upon plan of care
- Assist in the provision of your care by identifying one spokesperson with whom the team can communicate (in the event you become incapable)
- Tell the hospital team if there is a change in your condition or if concerns arise during treatment
- Accept responsibility for the consequences of refusing treatment or medical advice
- Be courteous and respectful of other patients, visitors and all members of your hospital team
- Recognize that the needs of other patients may sometimes be more urgent than your own
- Recognize that providers need not provide any treatment that they consider medically or ethically inappropriate
- Respect hospital property and comply with hospital regulations and policies
- Make arrangements for discharge when the physician determines that discharge is appropriate or accept Alternate Level of Care, if appropriate
- Be responsible for all expenses not covered by OHIP or private insurance during your hospitalization

Adapted from the Ontario Hospital Association, 2003