

Patient Rights and Responsibilities

“Holistic and compassionate health care requires an effective partnership between people who need care and people who provide care.” (World Health Organization)

As a patient of Kingston Health Sciences Centre, I have the right to:

Dignity and respect. To:

- Be treated with compassion, respect and courtesy, free from any discrimination.
- Have my input and choices, including the choice to live at risk, respected by my care team.
- Be advised of the risks and responsibilities associated with having my personal belongings with me in the hospital with special consideration to my essential items such as hearing aids, dentures, eyeglasses and communication devices.

Safe care and informed treatment. To:

- Receive safe, accessible care in a setting free of prejudice, harassment, neglect or abuse.
- Have my visitor(s)/care partner(s) welcomed and provided with the information they need to ensure that their presence respects my well-being, rights and safety along with that of others.
- Know the names and roles of my care team members.
- Receive information in a way that meets my communication needs.
- Receive accurate and up to date information that helps me to make informed choices about treatment, including any health risks and benefits of my decisions.
- Participate in decisions about my care, including diagnostic testing, treatment and discharge planning.
- Give or refuse consent for any treatment or procedure.
- Be informed if an unintended or unexpected outcome occurs during my care.
- Take part in or refuse to take part in research or clinical trials.
- Be informed about the role learners will play in my care.

Privacy and confidentiality. To:

- Have my privacy respected and have my personal health information held in confidence.
- Have access to my medical records and be able to request a correction if necessary.

Have a substitute decision maker. To:

- Have someone who can act on my behalf if I cannot make care decisions for myself.

Have access to a feedback and complaint process. To:

- Have my feedback acknowledged and receive a timely response.

As a patient at Kingston Health Sciences Centre I am responsible for:

Participating in my care. For:

- Providing complete and correct information to my care team.
- Asking questions and stating any concerns about my treatment or care.
- Participating in decisions about my diagnostic testing, treatment and discharge planning. If I believe that I cannot follow through with my treatment plan, I am responsible for telling my care team.
- Recognizing the risks or consequences of refusing treatment and/or leaving the hospital against medical advice.

Identifying and preparing my substitute decision maker. For:

- Making sure that the person I've chosen if I cannot make decisions myself understands my wishes.

Respect and Dignity. For:

- Treating my care team, hospital staff and other patients and their families with respect.
- Recognizing that the needs of other patients may sometimes be more urgent than my own.
- Observing hospital policies and practices to support the safety and well-being of others, e.g. hand washing, noise reduction, privacy, and providing a smoke and fragrance-free environment.
- Understanding and respecting the family presence practice of the unit where I am receiving care.
- Limiting valuables and non-essential personal belongings kept at the hospital. Non-essential items may include jewelry, keys, purses and wallets.

If you have questions or concerns regarding patient rights and responsibilities, please speak with your care team or contact Patient Relations.