

<b>LAKE OF THE WOODS DISTRICT HOSPITAL</b>	<b>Department Manual: Human Resources</b>	<b>Page 1 of 3</b>
	<b>Section: Relationships</b>	<b>Original Creation Date: June 2005</b>
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### **Respect and Dignity**

1. We expect to be treated with courtesy in a respectful manner that recognizes individual dignity and privacy regardless of race, culture, colour, religion, sex, age, mental or physical disability, cognitive ability, class/economic position, sexual orientation, gender identity, diagnosis, inpatient/outpatient status or legal status. We expect that our individual identity, beliefs, history, culture, and ability will be respected in our care.
2. We expect health care providers will introduce themselves and identify their role in our care.
3. We expect that we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
4. We expect that our families and caregivers will be treated with respect and seen as valuable contributors to our care team.
5. We expect that our personal health information belongs to us, and that it remain private, respected and protected.

### **Empathy and Compassion**

1. We expect health care providers will act with empathy, kindness, and compassion without discrimination.
2. We expect individualized care plans that acknowledge our unique physical, mental and emotional needs and optimize our quality of life.
3. We expect that we will be treated in a manner free from stigma and assumptions.
4. We expect health care system providers and leaders will understand that their words, actions, and decisions strongly impact the lives of patients, families and caregivers.
5. We expect to have support from health care providers to contact, engage &/or follow-up with clergy, elders, or other spiritual advisors if we choose to involve them in our care.

### **Accountability**

1. We expect open and seamless communication about our care and that members of the health care team will communicate with one another in order to ensure continuity of care.
2. We expect that everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
3. We expect a health care culture that values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
4. We expect a health care culture that focuses on a safe environment and safe quality care.

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5. We expect that patient/family experiences and outcomes will inform the accountability of the health care system and those who deliver services, programs, and care within it.
6. We expect that health care providers will act with integrity by acknowledging their abilities, biases and limitations.
7. We expect health care providers to comply with their professional responsibilities and to deliver safe evidenced based care.

### **Transparency**

1. We expect we will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care and our discharge plan.
2. We have the right to refuse care, to the extent permitted by law and our capacity, and to be informed of the risks and benefits of the decision.
3. We expect our health records will be accurate, complete, available and accessible at our request.
4. We expect a transparent, clear and fair process to express a complaint, concern, or compliment about our care and that it not impact the quality of the care we receive.

### **Equity and Engagement**

1. We expect communication, information, and education in a form, language and manner that will assist us to understand the information provided.
2. We expect equal and fair access to the health care system and services for all regardless of place of origin, background, age, gender identity, sexual orientation, ability, marital or family status, education, ethnicity, race, religion, socioeconomic status or location within Ontario.
3. We expect that we will have opportunities to be included in policy development and program design at Lake of the Woods District Hospital.

### **As a partner in our healthcare, our responsibilities include:**

- Requesting further information concerning anything not fully understood.
- Providing to the best of our knowledge, accurate, complete and up-to-date information about present complaints, past illnesses, allergies, hospitalization, medication and other matters relating to our health care providers.
- Identifying our power of attorney for personal care.
- Following, to the best of our ability, the treatment plan created with us.
- Being courteous and respectful of other patients, visitors and members of our health care team.
- Assisting in the control of the number of people visiting us and discouraging friends and family from visiting if they are sick or have been exposed to a communicable disease.
- Recognizing that the needs of other patients and families may sometimes be more urgent than our own.

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- Recognizing that healthcare providers are not required to offer treatment to patients that the providers consider to be medically or ethically inappropriate or futile.
- Respecting hospital property and complying with hospital regulations and policies.
- Please refrain from taking pictures and/or video and sharing them via email, text, or on social media.
- Respecting the cell phone policy.
- Being responsible for all expenses not covered by OHIP or private insurance during our hospitalization.
- Providing compliments and concerns to management regarding our care to help direct quality improvement initiatives.

(Patient Declaration of Values can be made available in alternative formats on request)

References:

2019, March Patient Declaration of Values for Ontario | Ontario.ca  
<https://www.ontario.ca/page/patient-declaration-values-ontario#section-1> 3/3

St. Joseph's Healthcare Hamilton, Mental Health and Addiction Program Patient Bill of Rights.