



CREDIT • VALLEY
THE CREDIT VALLEY HOSPITAL

Working As Partners For Your Health Care

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health care professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual.

Working As Partners For Your Health Care

While you are a patient in the hospital, you will:

- ❖ receive care without discrimination as to race, colour, religion, gender, national origin, disability or sexual orientation.
- ❖ be well informed about your illness, possible treatments, and likely outcome and have the opportunity to discuss this information with your health care professionals.
- ❖ receive considerate and respectful care in a safe environment.
- ❖ be able to participate in planning both your current care and your possible future care needs, should you be unable to speak for yourself. If you have an advanced directive under a Personal Care Power of Attorney (Living Will), please discuss your wishes with your family, your doctor and other health professionals involved in your care.
- ❖ be told the names and roles of people treating you.
- ❖ be able to consent to or refuse a treatment, as permitted by law. If you refuse a recommended treatment, you will receive other needed and available care where alternatives exist.
- ❖ have privacy. The hospital, your doctor, and others caring for you will protect your privacy as much as possible.
- ❖ be assured that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- ❖ be able to review your medical records and have the information explained in accordance with hospital policy or as restricted by law.
- ❖ be able to obtain a copy of your medical records for which the hospital charges a fee.
- ❖ be told about hospital guidelines that affect you and your treatment and about charges and payment methods.
- ❖ be able to have access to the patient ombudsman who can help you resolve any questions or concerns you may have in regard to your hospital stay and care.



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Your Responsibilities As A Hospital Patient

As a patient at The Credit Valley Hospital, or the person acting on behalf of the patient, you have the responsibility to:

- ❖ be considerate of other patients and to see that your visitors are considerate as well; particularly in regard to noise, and the number of visitors, which may be detrimental to the recovery of other patients.
- ❖ abide by the hospital's rules and regulations.
- ❖ respect other patients' cultural, spiritual and personal dealings.
- ❖ be considerate of and cooperate with, to the best of your ability, all hospital personnel caring for you.
- ❖ provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to your health.
- ❖ report unexpected changes in your condition to those caring for you.
- ❖ ask questions if you do not understand any direction or information given to you.
- ❖ report whether you clearly comprehend your plan of care.
- ❖ promptly pay for those services provided to you by the hospital which are not covered by OHIP.
- ❖ as a courtesy, provide the information necessary and a signed release form so that the hospital may bill your insurance company on your behalf.
- ❖ exercise your rights as a patient and to voice your grievances to appropriate personnel so that corrective action can be taken.
- ❖ care for the personal possessions you keep in your room.
- ❖ respect other people's property and that of the hospital.