



CREDIT VALLEY
THE CREDIT VALLEY HOSPITAL

The staff, physicians and volunteers working at Credit Valley take our Vision, “to be the finest hospital in Canada in the hearts and minds of the people we serve” seriously. To do so, we strive to live our Mission “to provide quality, compassionate health care to the people of the growing communities of Halton and Peel” on a daily basis.

Coming to hospital can cause anxiety for patients and their families when they are not sure what to expect. We believe that the quality of your care and your overall satisfaction while you are a patient at Credit Valley will be significantly enhanced through your participation in your treatment plan. This means that as a partner in your hospital care, you have the right to be well informed about your condition and treatment plan, ask questions of your doctors and other health care professionals and participate in treatment decisions.



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The Credit Valley Hospital
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Mississauga, ON
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905-813-2200

www.cvh.on.ca

**“YOU ARE A
PARTNER IN YOUR
HEALTH CARE”**

As a partner in your care you will:

- Receive care without discrimination as to race, colour, religion, gender, national origin, disability or sexual orientation
- Be told the name and roles of people treating you
- Receive considerate and respectful care in a safe environment. Our health care team will make every effort to protect your privacy and provide a safe environment.
- Be informed about your illness, possible treatments, anticipated outcome and future health care needs. We encourage you to discuss this information with your health care professionals, ask questions and keep us informed of your health care goals.
- Be able to consent to or refuse a treatment. If you refuse a recommended treatment, we will discuss other care options with you.
- Be involved in planning your discharge to ensure you achieve a successful and timely transition to your home.
- Be assured that your health record is confidential unless you have given permission to release information or when reporting is required by law.
- Be able to review and/or obtain a copy of your health record in accordance with hospital policy or as restricted by law. If you prefer, the information can be explained or discussed with you by a health professional. There may be a fee for a copy of your health record.


- Be asked to provide, to the best of your knowledge, accurate and complete information about present health concerns, past illnesses, hospitalization, medications and any changes in your condition while we are treating you. This will help us to develop the most appropriate and effective plan of care for you.
- Be asked to designate someone to act on your behalf should you be unable to make decisions for yourself. If you have an advanced directive under a Power of Attorney for Personal Care (Living Will), please discuss your wishes with your family, your doctor and other health professionals involved in your care.
- Be told about any additional charges for treatments, services and procedures.
- Be encouraged to discuss any concerns or problems with your health care team. In the event the problem cannot be resolved, the patient feedback representative (PFR) or patient ombudsman is available to assist you.

We respect your rights as an individual and value your input. In return we ask that you and your visitors will:

- Be respectful of other patients' needs for privacy and a quiet, restful environment. Please limit the number of visitors to two at a time and keep your visits short.
- Be respectful of the cultural, spiritual and personal preferences of others.
- Be courteous to other patients, staff, physicians, volunteers and visitors.
- Be respectful of other people's property and hospital property.
- Provide the information necessary to process your hospital insurance claim and/or promptly pay for services not covered by OHIP.
- Be responsible for any personal possessions kept in your room.

If you have a concern during your stay, please contact the nurse manager. If you have a concern that cannot be resolved, please contact the Patient Ombudsman.

*We believe excellence in patient care is achieved through excellence in people care. Together, as partners in your care, this can be achieved.
Thank you for your support.*


D. Wayne Fyffe
President


Dr. Mathias Gysler
Chef of Staff