



Timmins and District Hospital Patient Declaration of Values June 2011

The following values are embraced by the Timmins & District Hospital. These values reflect a patient and family centered environment to which we aspire.

Voice

- Provide patients with a means of expressing their opinions, positive or negative, about their health care experience.

Respect

- Treat patients and their families with respect, including respect for cultural diversity.

Quality

- Providing high quality, evidence-based care and services.

Engagement and Participation

- Enable patients to be active participants in their health care and health care decision-making.

Informed

- Provide patients with access to reliable and current information about their health care options, in order to support informed decision making and active participation in care.

Patients Have a Right to:

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

Patients are Responsible To:

- Provide accurate and complete information about your health to your hospital team members in order to help them care for you.
- Participate cooperatively in the mutually agreed upon plan of care, to the best of your ability.
- 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 being 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 as appropriate.
- Be responsible for all expenses not covered by OHIP or private insurance, during your hospitalization.