

St. Anne Community and Nursing Care Centre

Patient / Client Bill of Rights & Responsibilities

Respect and Dignity

You have the right to be treated at all times with respect and consideration and be called by your preferred name without undue familiarity.

- You have the right to share your comments and concerns with staff.
- You have the right to receive appropriate responses to reasonable requests.
- You have the right to comfort.

Information

- You have the right to ask for and receive information about your health care in terms that you understand.
- You have the right to know the names and positions of your health care team.
- You have the right to be consulted about your discharge arrangements.

Patient Rights

Your Health Care

- You have the right to agree to or refuse any procedure or treatment, except in very limited circumstances.
- You have the right to leave a facility or program against the advice of your health care team, except in very limited circumstances.
- You have the right to know the consequences of any of these decisions.

Quality Care

- You have the right to quality care by professional care givers in a facility or program that follows safety standards.
- You have a right to agree to or refuse to be part of any teaching or research program. Your decision will not affect the quality of care you receive.

Privacy

- You have the right to privacy.
- You have the right to confidentiality of your health information.

Persons Acting on Your Behalf

- You have the right to have someone act if you cannot speak for yourself.

Explanation of Your Bill

- You have the right to an explanation of any charges that are not covered by a provincial health care plan.

Patients/Clients are encouraged to take responsibility for their health care:

- By respecting staff, patients and property.
- By giving your care givers accurate information about your health.
- By asking questions about anything you do not understand.
- By maintaining your treatment and by notifying your family doctor of changes in your health after you are discharged.
- By keeping or cancelling appointments.
- By accepting responsibility for your decisions.
- By working as a partner in your health care team and following safety standards.
- By recognizing the limits on privacy available in our facility and by respecting the privacy of others.
- By choosing someone in advance to act for you, should the need arise.
- By paying any charges not covered by a provincial health care plan.

For more information please contact:

St. Anne Centre

Phone: (902) 226-2826

“Working Together Toward Excellence in Health & Wellness”

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