



West Haldimand General Hospital Patient Bill of Rights and Responsibilities

Mission Statement

To be an exemplary rural hospital providing quality healthcare and promoting good health to our diverse population in collaboration with our community partners.

Patient's Rights:

You have the right to:

1. Be treated with respect
2. Be treated kindly by qualified staff in a safe environment with proper regard to your privacy and religious/cultural beliefs
3. Receive communication that is supportive and caring, and information that is understandable to you
4. Have your informed decision be listened to
5. Have your concerns be addressed in a safe and timely manner
6. Have a choice of participating in research, studies, surveys and teaching opportunities
7. Have your family and friends involved in your care, if you wish
8. Know the identity of your caregivers, who is in charge and to expect them to be in communication with each other

As a patient, you are expected to:

1. Respect others and their needs
2. Respect hospital property and help maintain a safe environment
3. Communicate on-going information about your health and well-being
4. Participate in your mutually agreed upon treatment
5. Express any concerns to your healthcare team
6. Honour the privacy and confidentiality of others
7. Consider participating in research, studies, surveys and teaching opportunities
8. Let us know who we can involve in your care