

YOUR RIGHTS & RESPONSIBILITIES

You Are an Important Partner in Your Health Care Team

We encourage all patients* to be full partners in their health care. We value working together to improve patient care and quality of services while supporting open communication, compassion and respectful partnerships.

As a patient and partner in your health care, it is important that you understand your rights and responsibilities as outlined below.

Dignity and Respect

Rights:

You have the right to be treated with dignity and respect.

Responsibilities:

You are responsible for treating all staff and other patients with dignity, and respect.

Decision-making

Rights:

You have the right to make your own health care decisions**

You have the right to have someone assist you in making your health care decisions.

You have the right to legally appointed someone (Proxy) to make health care decisions on your behalf.

You have the right to consent to or refuse treatment at any time. **

Responsibilities:

You are responsible for making sure you understand your treatment options and can make an informed health care decision.

You are responsible for ensuring the person making health care decisions on your behalf knows and understands your wishes.

Quality and Safe Care

Rights:

You have the right to receive safe, quality health care.

You have the right to be informed of unintended, unexpected and preventable events that result in harm during your care.

Responsibilities:

You are responsible to be active, involved and informed partner in your health care.

Your Health Care

Rights:

You have the right to know the benefits and be informed of the risks associated with any medicine, treatment or decision related to your health care.

You have the right to a second opinion.

You have the right to refuse participation in any teaching or research program.

You have the right to be included in all aspects of your health care.

Responsibilities:

You are responsible for following the treatment/care plan as agreed to with your physician or health care provider(s)***.

You are responsible for notifying your physician or health care provider(s) of any changes in your health.

You are responsible for keeping or cancelling appointments.

You are responsible for maintaining an accurate list of all current medications and for giving an up-to-date copy to your health care provider(s).

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Information

Rights:

You have the right to ask questions and receive information about your health care in a way you can understand.

You have the right to know the names, titles and roles of your health care providers.

You have the right to share your views, observations and concerns about your health with your health care provider(s).

You have the right to access or receive copies of your health record.**

You have the right to access Health PEI's Compliments and Complaints process to provide feedback and express concerns about the health care services you received.

Responsibilities:

You are responsible for giving your health care provider(s) clear and accurate information about your health.

You are responsible for asking questions until you feel you have all the information you need to make informed health care decisions.

Privacy

Rights:

You have the right to have your health information kept confidential. As part of your care plan, your health information may be shared with other health care providers as required or with others; however, this will be done only with your consent or as required by law.

You have the right to as much privacy as best as can be provided.

Responsibilities:

You are responsible for respecting the privacy and confidentiality of others, including patients, families, visitors and staff.

Explanation of Fees

Rights:

You have the right to be informed of any fee for service not covered by PEI's health plan.

Responsibilities:

You are responsible for promptly paying any fees for service charged.

Your Feedback

One of the core values that guide Health PEI's work is treating all people with compassion, respect and fairness.

Your feedback will assist Health PEI to continue to deliver safe, high-quality health care services. If you wish to submit a **compliment** or **complaint** online, please complete a feedback form at www.healthpei.ca (click on Compliments and Complaints).

Contact Us:

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PO Box 2000
Charlottetown, PEI C1A 7N8
Tel: (902) 368-6130
Fax: (902) 368-6136
Email: healthinput@gov.pe.ca

For more information on **Patient Rights** and **Responsibilities**, including the Consent to Treatment and other related Acts, visit: www.healthpei.ca/patientrights

***A 'patient' is defined as anyone receiving care including patients, clients and residents from a health care provider(s) affiliated with Health PEI.**

****There may be certain unique circumstances in which a patient does not have a right or a right may be limited.**

*****The term 'health care provider' refers to a person who provides care and support to patients within Health PEI programs and services.**