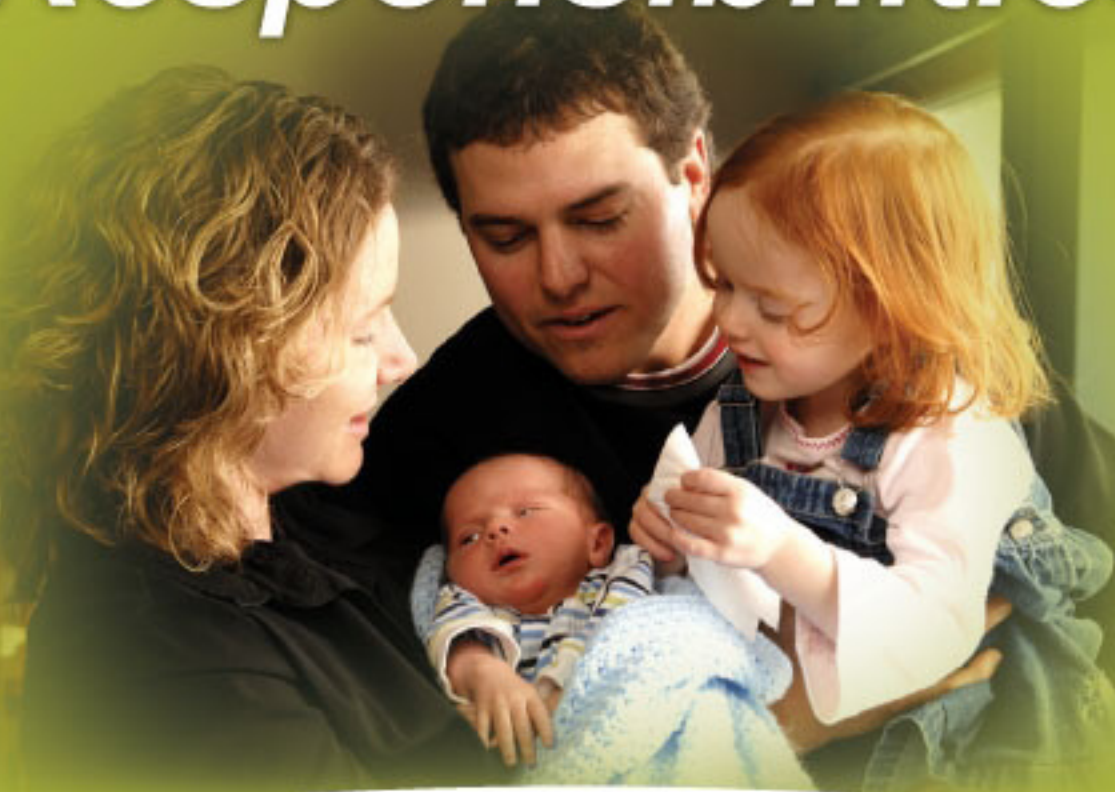


# Patient Rights and Responsibilities



**The North Bay General Hospital is committed to providing compassionate, quality, patient-centred care to each and every patient to whom services are provided.**

**As a patient at the North Bay General Hospital, you have the right to expect:**

- to be treated with dignity, consideration, and respect.
- that your family members and visitors will be treated with respect.
- to have the privacy and confidentiality of your personal health information ensured at all times.
- to receive care in a safe environment.
- to work with the health care team by participating in making decisions about your care and in developing your plan of care.
- to be provided with information about your diagnosis, treatment plan, prognosis and discharge in a manner that supports your ability to make informed decisions regarding accepting

- or refusing proposed treatment options.
- to have your concerns and questions responded to in an understandable and timely manner.
- that the members of your healthcare team will communicate with one another in order to ensure continuity of your care.
- access to your medical records following the protocols the hospital has developed to meet legislative requirements.
- to be made aware of any financial obligations that will be incurred during your course of treatment.
- the ability to express concerns about your care without fear of retribution.
- that reasonable steps be taken to accommodate your disabilities.
- to have your cultural, spiritual and ethical beliefs respected.

**As an active participant in your care, your responsibilities include:**

- treating all members of the health care team with dignity and respect.
- ensuring that the members of the health care team have been provided with accurate and complete information about past illnesses, hospitalizations, medications and other matters that may relate to your current health status.
- informing your healthcare providers of any changes to your condition or if problems or concerns arise during the course of your treatment.
- being respectful of hospital property and observing hospital rules and regulations.
- treating other patients and visitors respectfully.
- being responsible for the security of any personal belongings left at or brought to the hospital for you.



**HÔPITAL GÉNÉRAL DE  
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