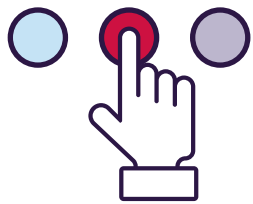


Patient rights and responsibilities

As a patient at Kingston Health Sciences Centre, I have the right to:



Dignity and respect

- Receive compassionate, respectful and courteous care, free from discrimination.
- Have my input and choices respected, including the choice to live at risk.
- Receive clear information about the risks and responsibilities of keeping personal belongings in the hospital, with special consideration for essential items such as hearing aids, dentures, eyeglasses and communication devices.



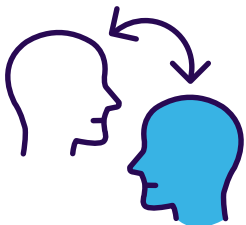
Safe care and informed treatment

- Receive safe, accessible care in a setting free from prejudice, harassment, neglect or abuse.
- Welcome visitors or care partners and ensure they have the information they need to support my well-being, rights and safety and that of others.
- Know the names and roles of my care team members.
- Receive information in a way that meets my communication needs.
- Receive accurate, up-to-date information to make informed choices about treatment, including the risks and benefits of my decisions.
- Participate in decisions about my care, including diagnostic testing, treatment and discharge planning.
- Give or refuse consent for any treatment or procedure.
- Be informed if an unintended or unexpected outcome occurs during my care.
- Participate in or decline to take part in research or clinical trials.
- Receive information about the role learners will play in my care.



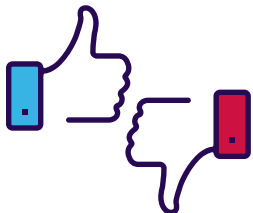
Privacy and confidentiality

- Have my privacy respected and my personal health information kept confidential.
- Access my medical records and request corrections if necessary.



Substitute decision-maker

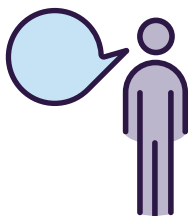
- Choose someone to act on my behalf if I cannot make care decisions myself.



Access a feedback and complaint process

- Have my feedback acknowledged and receive a timely response.

As a patient at Kingston Health Sciences Centre, I am responsible for:



Participating in my care

- Provide complete and correct information to my care team.
- Ask questions and state any concerns about my treatment or care.
- Participate in decisions about diagnostic testing, treatment and discharge planning.
- Inform my care team if I cannot follow through with my treatment plan.
- Understand the risks and consequences of refusing treatment or leaving the hospital against medical advice.

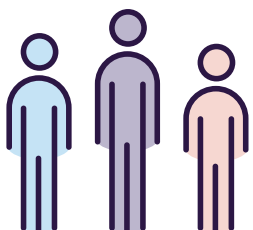


Identifying and preparing my substitute decision-maker

- Ensure that the person I choose understands my wishes if I cannot make decisions myself.

Respect and dignity

- Treat my care team, hospital staff, other patients and their families with respect.
- Recognize that other patients' needs may sometimes be more urgent than my own.
- Follow hospital policies and practices to support the safety and well-being of everyone, including hand hygiene, noise reduction, privacy, and a smoke- and fragrance-free environment.
- Understand and respect the family presence practices of the unit where I receive care.
- Limit valuables and non-essential personal belongings kept at the hospital, such as jewelry, keys, purses and wallets.



If you have questions or concerns about your rights and responsibilities, please speak with your care team or contact Patient Relations.