

# PATIENTS' RIGHTS, ROLES AND BENEFITS

# YOUR RIGHTS

Be a partner in your healthcare...  
and benefit!



514-340-8222 ext 23090  
[jgh.ca/en/UsersCommittee](http://jgh.ca/en/UsersCommittee)

## YOUR RIGHTS

## YOUR ROLE

### CARE

1

Receive the best possible care.

Arrive on time. Be prepared to discuss your present health and medical history. Bring a list of medications, test results, and questions. Follow your agreed upon treatment plan.

### RESPECT

2

Be respected and treated in a fair, polite manner.

Treat medical professionals, staff and other patients in a fair and polite manner.

3

Have your cultural, social, religious and language needs heard.

Speak up and make your needs known.

4

Privacy and confidentiality.

Ask to be spoken to in private or quietly.

### INFORMATION

5

Have your health, treatment options and follow-up options explained to you.

Ask your doctor, nurse or other health professional to explain clearly.

6

Be told about resources available to you and be given information you can understand.

- Ask about support and information resources available to you. The hospital's librarians can help: **514-340-8222 Ext. 22438** or **25930, [library.jgh@mail.mcgill.ca](mailto:library.jgh@mail.mcgill.ca)**.

- Search the "The Patient Education Network" database called the PEN collection, our online patient health resource for reliable information, or browse the Patient & Family Resource Centre website at **[JGH.ca/PFRC](http://JGH.ca/PFRC)**.

# YOUR BENEFITS

## Your Benefits:

- You will become an active member of your treating team.
- You will receive timely and accurate information, evaluation and care.
- You will better understand instructions, side effects of treatments and your options.
- You will be better able to make fully informed choices.
- You will be more satisfied with the care you receive.

## Your Healthcare Team's Benefits:

- Your team will better understand your needs and concerns.
- Your team will provide safe, effective and timely patient care.

## Your Hospital / Government's Benefits:

- Your hospital will become a safer environment with fewer infections, complications and medical errors.
- Your hospital stays will shorten and costs will be lessened.

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# YOUR RIGHTS

7

Know the names and role of persons involved in your care.

8

Be spoken to in a clear and understandable manner.

9

Have access to your medical records.

10

## CHOICE

Make an informed choice for treatment. Give or refuse consent.

11

Be informed of your participation in research or teaching activities. Accept or refuse consent.

12

Have your Living Will respected.

13

Request a second opinion of your choice without fear.

14

Be assisted, supported or represented by a person of your choice.

15

Make a complaint and have your concerns addressed respectfully.

# YOUR ROLE

Ask who they are, what they will do and their specific experience.

Speak up if you do not understand.

Make a request to the Medical Records Department at **514-340-8222 Ext 8202**.

Become informed (see #6). Actively participate in decisions about your health care. The Director of Nursing at **514-340-8222 Ext. 4231** or the Director of Professional Services at **514-340-8222 Ext.5932** can help.

On admission tell the hospital and your doctor if you have a Living Will and provide a copy.

Speak up and ask. [www.jgh.ca/SpeakUp](http://www.jgh.ca/SpeakUp)

Select the person of your choice.

Express your complaint or concern to your doctor, nurse or healthcare professional. If you are not satisfied contact the hospital Local Commissioner of Complaints and Quality at **514-340-8222 Ext 5833** or e-mail [ombudsman@jgh.mcgill.ca](mailto:ombudsman@jgh.mcgill.ca)