

Your Rights and Responsibilities

Feedback

If you have questions, compliments and/or concerns, call our Patient Relations team:

- › Phone (toll-free): 1-844-884-4177
- › www.nshealth.ca/contact-us/patient-feedback

متوفر أيضاً باللغة العربية.

Also available in Arabic: AR85-2205

Aussi disponible en français : FF85-1739



Your Rights and Responsibilities

You are an important member of your health care team. It is important to understand your rights and responsibilities as a patient.

- Your rights are:
 - › How you should expect to be treated
- Your responsibilities are:
 - › How you can be an active member of your health care team
 - › How you can help us give you the best and safest care possible

We encourage you and your essential care partners to talk openly about your care. Your essential care partners are people you have chosen to give you physical, psychological, and emotional support (like help making decisions, coordinating your care, and communicating with your health care team).

If you have questions or want to talk more about your rights and responsibilities, please talk with a member of your health care team or with the Patient Relations team.

Quality care and safety in the hospital

Rights:

- You have the right to have the best and safest health care possible.
- You have the right to have the most comfort we can provide.

Responsibilities:

- You are responsible for being an active, involved, and informed member of your health care team. If you have questions, please ask a member of your health care team.

Before your hospital stay

- When you come to the hospital or health centre, give your health care team as much information as you can about your health. This will help us give you the best possible care.
- Bring a list of all your medications (including prescription and over-the-counter medications, herbal medications, vitamins, and supplements). Tell your health care team how much you take and when you take them.
- **Tell all your health care providers if you have allergies or reactions to medications or food.**

- If you are coming to the hospital or health centre for an appointment and will need help getting around, bring your essential care partner with you. If this is not possible, ask a staff member as soon as you arrive.

During your stay

- **Make sure that a health care team member checks your full legal name and birthdate any time they give you tests (like blood tests), treatments, or medications.** Feel free to ask them to do this.
- Ask a member of your health care team if you do not understand what treatment, procedure, or surgery you are having. This is important so you know what symptoms or side effects to watch for and how to help your recovery.
- Ask a member of your health care team about any new or different medications. Ask what the medications are and why you are getting them. We want you to understand your medications and how they can help you.
- Tell a member of your health care team if you think you are about to get the wrong treatment or medication.

- Help prevent infections by washing your hands often. Tell your essential care partners, visitors, and members of your health care team to do this, too. For more information, please use the QR code or the link below, or ask a member of your health care team for pamphlet 1441, *Infection Prevention and Control*:

- › www.nshealth.ca/patient-education-resources/1441



Questions to ask yourself before you go home:

- Do you have all the information you need?
- Do you understand the instructions your health care team gave you, including how to take your medications (if you were given new ones)?
- Do you understand who is responsible for making any follow-up appointments and when?

If you have questions or concerns about your care, talk to a member of your health care team or ask to talk to the unit manager right away.

After your stay

- Tell your primary health care provider (family doctor or nurse practitioner) that you were in the hospital. If you do not have a primary health care provider, you can add your name to the Need a Family Practice Registry provincial waitlist:
 - › Phone: 811
 - › Monday to Friday, 10 a.m. to 6 p.m.
- **OR**
 - › Register online:
 - › <https://needafamilypractice.nshealth.ca>
- When a spot is available, a primary health care provider's office will call you at the phone number you gave when you registered.
- While you are waiting, Registry staff may email you to check if you still need a primary health care provider.

Keep the phone numbers for your primary health care provider, other health care providers, and your pharmacy in your wallet or bag, or saved in your cell phone. Share with your essential care partner or keep a copy by your home phone.

Dignity and respect

Rights:

- You have the right to be treated with dignity, respect, and consideration.
- You have the right to get care in a safe, respectful environment.

Responsibilities:

- You are responsible for treating all staff, volunteers, and other patients with dignity, respect, and consideration.
- You are responsible for talking and acting respectfully toward all staff, volunteers, and other patients.

Information about your health care

Rights:

- You have the right to ask questions and to get information about your health care, in words you understand.
- You have the right to know the names, positions, titles, and professional title of everyone on your health care team.
- You have the right to share what you think and notice about your health care experience, and to express your concerns.

- You have the right to an explanation and list of any fee for service not covered by a provincial or private health care plan.
- You have the right to review or get copies of your health record (there are some exceptions). There may be a fee. For more information, contact:
 - › Phone (toll-free): 1-833-213-1634
 - › Email: Privacy@nshealth.ca

Responsibilities:

- You are responsible for giving your essential care partners clear and correct information about your health.
- You and your essential care partners are responsible for telling us as soon as possible if there is a change in your condition.
- You are responsible for asking questions until you feel you have all the information you need to make informed health care decisions.
- If a service is not covered by Nova Scotia's health insurance program (MSI), you are responsible for knowing what your private health care insurance covers. You are also responsible for paying any fees. For more information, visit:
 - › www.nshealth.ca/fees-and-bill-payments

Partnership and participation

Rights:

- You have the right to be included in your health care experience by sharing what you think and notice about your care.
- You have the right to express your concerns.
- You have the right to be involved in planning for your discharge.
- You have the right to know and understand the risks and benefits of any medication, treatment, or decision about your health.
- You have the right to not accept any medication or treatment (there are some exceptions).
- You have the right to not take part in a research study, if you are offered the chance to do so. Your decision will not affect the quality of care you get.
- You have the right to leave the hospital against the advice of your doctor or nurse practitioner (there are some exceptions).

Responsibilities:

- You are responsible for telling your doctor or a member of your health care team about any changes in your health.

- You are responsible for following your treatment plan, as agreed with your doctor, nurse practitioner, or health care team.
- You are responsible for keeping or cancelling appointments.

Essential Care Partners

Rights:

- You have the right to:
 - › Name up to 2 people who will be your essential care partners
 - › Decide how your essential care partners will take part in your care and decision-making
 - › Limit or deny visits from certain people

Responsibilities:

- Your essential care partners are responsible for:
 - › Caring for themselves without support or supervision
 - › Providing their own food and personal care items
 - › Being sensitive to the needs of other patients and their loved ones
 - › Limiting noise and disturbances

- We may interrupt visits to give patient care or to protect the privacy of other patients. Essential care partners are responsible for respecting these interruptions.

Privacy

Rights:

- You have the right to have your health information kept confidential (private).
- For your ongoing care, your health information is shared among the health care team. With your consent, we can also share this information with others.
- You have the right to as much privacy as we can give.

Responsibilities:

- You are responsible for respecting the privacy and confidentiality of others, including patients, visitors, and staff.
- We encourage you and your essential care partners to talk openly about your health care. If you have questions or want to talk more about your rights and responsibilities, please talk with a member of your health care team or the Patient Relations team.

More information about your hospital stay

- We will do our best to give you the accommodations you ask for.

Note: Private and semi-private rooms are not always available.

- We make every effort to place people in same-gender rooms. There are times when the number of hospital admissions means we must place people in a room with others who are not the same gender. If you have concerns about this during your admission, please talk to the unit charge nurse.
- During your care, you may be transferred to another Nova Scotia Health site. Each site gives different levels of care. We want to make sure all patients get the level of care they need.
- All Nova Scotia Health sites are smoke-free, vape-free, and scent-free. **Please do not wear scented products.**

Resources

Patient Education Resources

- Find patient information pamphlets:
 - › www.nshealth.ca/patient-education-resources

Subject guides

- A collection of health care information created by health care professionals to help patients and the public better understand their health:
 - › <https://library.nshealth.ca/Patients-Guides>

811

- You can call 24 hours a day, 7 days a week to talk with a registered nurse about your non-emergency health care questions.
 - › Phone: 811

What are your questions?

Please ask a member of your health care team. We are here to help you.

This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find this pamphlet and all our patient resources here:
<https://library.nshealth.ca/Patients-Guides>

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit: <https://811.novascotia.ca>

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