

Your Rights and Responsibilities

We welcome your feedback.

To share concerns or compliments, or to ask questions about your care, please talk with a member of your health care team or contact our Patient Relations team:

www.nshealth.ca/contact-us/patient-feedback

Toll-free: 1-844-884-4177

Also available in Arabic: (AR85-2205)

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Aussi disponible en français :

Vos droits et vos responsabilités (FF85-1739)



You are an important member of your health care team. It is important that you understand your rights and responsibilities as a patient or client at Nova Scotia Health Authority. Your rights explain how you should expect to be treated as a patient or client. Your responsibilities explain how you can be a more active member of your health care team and help us provide you with the best and safest care possible.

We encourage you and your caregivers to talk openly about your health care. If you have any 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. They can help you with any concerns about your health care experience.

**What are your questions?
Please ask. We are here to help you.**

Your Rights and Responsibilities

Quality care

Rights:

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

Responsibilities:

- You are responsible for being an active, involved, and informed member of your health care team.

Dignity and respect

Rights:

- You have the right to be treated with dignity, respect, and consideration.
- You have the right to receive 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 speaking 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 receive information, in terms you understand, about your health care.
- You have the right to know the names, positions, titles, and professional relationships of everyone on your health care team.
- You have the right to be consulted, to share what you think and notice about your health care experience, and to express your concerns.
- You have the right to review or receive copies of your health record, except in limited circumstances. For more information, please contact Access to Personal Health Information at Privacy@nshealth.ca. Fees may apply.

Responsibilities:

- You are responsible for giving your caregivers 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.

Your health care

Rights:

- You have the right to know and understand the risks and benefits of any medicine, treatment, or decision about your health care.
- You have the right to decline any medicine or treatment, except in limited circumstances.
- You have the right to decline to take part in a research study, if such an opportunity is offered to you. Your decision will not affect the quality of care you receive.
- You have the right to be involved in planning for your discharge from hospital.
- You have the right to leave the hospital against the advice of your doctor, except in limited circumstances.

Responsibilities:

- You are responsible for following the treatment plan as agreed to with your doctor or health care team.
- You are responsible for telling your doctor or health care team about any changes in your health.
- You are responsible for keeping or cancelling appointments.

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, information can also be shared with others.
- You have the right to as much privacy as we can provide.

Responsibilities:

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

If you have questions or concerns about privacy and confidentiality at NSHA, please email Privacy@nshealth.ca.

Uninsured services

Rights:

- You have the right to an explanation and list of any fee for service not covered by a provincial or private health care plan.

Responsibilities:

- You are responsible for knowing what your private health care plan covers, if a service is not covered by Nova Scotia's provincial health plan. For more information, please visit www.nshealth.ca/fees-and-bill-payments.
- You are responsible for promptly paying any fees for services you receive.

More information

- We will do our best to provide you with the accommodations you have requested. However, private and semi-private rooms are not always available.
- We make every effort to make sure our patients are placed in same-gender rooms. However, there are times when the number of hospital admissions requires that we place patients in available beds. This may mean that you are placed in a room with persons who are not the same gender as you. If you have a concern about this during your admission, please talk to the unit Charge Nurse.

- **Family Presence:** At times a patient, client, or resident may wish to have a family member or primary support person stay with them. ‘Family Presence’ lets the patient, client or resident choose up to two people upon registration/ admission who will be their family or primary support person. It also defines how they will be involved in care and decision-making. Patients also have the right to limit or deny Family Presence or visitation to specific individuals.
- During your course of care you may be transferred to another NSHA facility. Each of our facilities provides different levels of care, and we want to make sure that our patients have access to the level of care they need.
- **Parking:** NSHA is a non-profit organization. Parking fees at NSHA facilities are used to enhance patient care.
- NSHA facilities are **smoke-free and scent-free**. Please do not use perfumed products.

Nova Scotia Health Authority
www.nshealth.ca

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The information in this brochure is for informational and educational purposes only.
The information is not intended to be and does not constitute health care or medical advice.
If you have any questions, please ask your health care provider.

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