

# Continuing Care

## Important Information for You

### **We value your feedback.**

To ask questions about your care, or share concerns or compliments, please talk with a member of your Continuing Care team, or contact the Nova Scotia Health Patient/Family Feedback team.

For more information:

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

# Continuing Care: Important Information for You

As part of your care, you may be provided supports and services offered by Nova Scotia Health Continuing Care and/or contracted service providers.

It is important that you have the information you need to make informed decisions while receiving Continuing Care services. You can expect to be treated with dignity and respect by the members of your health care team. We are committed to providing quality care.

You are an important member of your health care team. We need you to be an active member of the team so that we can give you the best and safest care possible.

We encourage you and your health care team to talk openly about your care. If you have any questions, please talk with a member of your Continuing Care team or the Nova Scotia Health Patient Relations team.

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

## **Quality care**

**At Nova Scotia Health, you are entitled to receive:**

- The best and safest care possible from all members of the Continuing Care team.
- Timely service.

**As an active member of your health care team, we ask you to:**

- Give correct and relevant information (to the best of your ability) to all members of your health care team.
- Be an active, involved, and informed member of your health care team.
- Take part in developing and carrying out your plan of care.
- Have a backup plan in case services are not available (for example, due to a storm).

## **Dignity and respect**

### **At Nova Scotia Health, you will:**

- Be treated in a way that respects your diagnosis, culture, ethnicity, family, gender, sexual orientation, religion, and other important parts of who you are.
- Receive safe and respectful care from all members of your health care team.

### **As an active member of your health care team, we ask you to:**

- Treat all care providers and staff with dignity, respect, and consideration.

## **Your plan of care**

Your plan of care may include supports and services offered by Nova Scotia Health Continuing Care and/or contracted service providers.

### **At Nova Scotia Health, you can:**

- Ask questions and be given information in a way that you can understand.
- Be asked to share what you think and notice about your experience, and what is most important to you.
- Express your concerns without fear that it will affect the care you receive.
- Review or receive copies of your health record, except in limited situations. For more information, please ask your health care team or contact the Privacy Office at [Privacy@nshealth.ca](mailto:Privacy@nshealth.ca) (fees may apply).

### **As an active member of your health care team, we ask you to:**

- Ask questions until you have all the information you need to make informed care decisions.

## **Service decisions**

### **At Nova Scotia Health, you can:**

- Know and understand the risks, benefits, and options of any decisions made about your care.
- Consent or refuse any part of your care at any time.
- Appeal a service decision (a decision made about your care). Please ask your health care team for more information about the appeal process.
- Decline to take part in a research study, if the opportunity is offered to you. Your decision will not affect the care you receive.

### **As an active member of your health care team, we ask you to:**

- Talk with your health care team about any changes or concerns that may affect your plan of care. Asking questions and expressing concerns will not affect the care you receive.
- For community-based services, like home care:
  - › Be available for service at the scheduled time.
  - › Tell your service provider at least 24 hours (1 day) before a scheduled visit if you need to cancel or reschedule the visit.

# Your privacy

## **Nova Scotia Health will:**

- Keep your health information confidential.
- Give you as much privacy as possible when planning and providing your care.
- Only share health information related to your care that you agree can be shared with others.

## **As an active member of your health care team, we ask you to:**

- Tell a member of your health care team if you have concerns about the privacy or sharing of your health information.
- Tell a member of your health care team if you want to change who your health information is shared with.
- For community-based services, like home care:
  - › Keep any documents that your health care team leaves in your home private and confidential by placing them in a safe place.

If you have questions or concerns about privacy and confidentiality at Nova Scotia Health, please ask your health care team, or contact our Privacy team:

- Phone: 902-473-2978
- Email: [Privacy@nshealth.ca](mailto:Privacy@nshealth.ca)

## **Safety**

### **Nova Scotia Health is committed to:**

- Providing you with the safest care possible.
- Making sure you know and understand the risks, benefits, and options of any medicine, treatment, or decision about the care you need.
- For community-based services, like home care:
  - › Remember that your health care team is providing care for you in your home. You must make sure your home is safe for the team to work in. If it is not safe, we will work with you to help make it safe. If your home continues to be unsafe, we will try to help you find other ways to get the care you need.

### **As an active member of your health care team, we ask you to:**

- Keep your home safe for health care workers.
- Not smoke, or use alcohol or recreational drugs, for 60 minutes (1 hour) before, or during visits.
- Keep pets away from the area in which you receive care during visits.
- Clear snow and ice from your home's entrance and make sure it is well lit.



- Store any firearms/weapons in a locked cabinet or secured area.
- Use any care equipment safely and correctly.

## **Fees for service**

### **At Nova Scotia Health, you are entitled to:**

- An explanation of any fees for service that you are required to pay.
- For community-based services, like home care:
  - › Be told in advance if a service provider needs to cancel a scheduled visit.
  - › Reschedule visits that have been cancelled by the service provider to a time that is good for both of you.

### **As an active member of your health care team, we ask you to:**

- Pay any required fees for services you receive.

#### **Note:**

For home support services:

- › You may be charged a fee if you cancel a visit from a service provider less than 24 hours (1 day) in advance.
- › If you cancel visits repeatedly, we will review your need for service.



### **Looking for more health information?**

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

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

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

Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

*Nova Scotia Health Authority promotes a smoke-free, vape-free, and scent-free environment.*

*Please do not use perfumed products. Thank you!*

[www.nshealth.ca](http://www.nshealth.ca)

*Prepared by: Continuing Care Staff*

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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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The information in this pamphlet is to be updated every 3 years or as needed.