

At its heart, Capital Health stands for warmth, caring and optimism – a community striving together for better health.

We value working with you to improve patient care and services and encourage open communication, compassion and respectful partnerships.

Because you are part of your health care team, it is important that you understand 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 to be 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.

Responsibilities:

You are responsible for treating all staff and other patients with dignity, respect and consideration.

Information

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 those on your health care team.
You have the right to share your views, observations and concerns.
You have the right to review or receive copies of your health record, except in limited circumstances.

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.

Privacy

Rights:

You have the right to confidential health information.
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.

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 refuse any medicine or treatment, except in limited circumstances.
You have the right to a second opinion.
You have the right to refuse participation in any teaching or research program. Your decision will not affect the quality of care you receive.
You have the right to be involved in planning for your release from hospital.
You have the right to leave the hospital against the advice of your physician, except in limited circumstances.

Responsibilities:

You are responsible for following the treatment plan as agreed to with your physician or health care team.
You are responsible for notifying your physician or health care team of any changes in your health.
You are responsible for keeping or cancelling appointments.

Substitute decision-maker

Rights:

You have the right to have someone act on your behalf if you cannot make health care decisions for yourself.

Responsibilities:

You are responsible for making sure the person making health care decisions on your behalf knows and understands your wishes.

Explanation of fees

Rights:

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

Responsibilities:

You are responsible for promptly paying any fees for service charged.

Please also refer to education brochures on *Advanced Directives* and *Your Rights under the Involuntary Psychiatric Treatment Act*. For more information about confidentiality, please contact our Privacy Officer at 473-4866.

Patient Representative
Contact Information

Local Number:
473-2133

Toll-free Number:
1-855-799-0990

E-mail: healthcareexperience@cdha.nshealth.ca

YOU ARE AN IMPORTANT MEMBER OF THE HEALTH CARE TEAM

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 speak with a member of your health care team or a patient representative who can help you address concerns related to your health care experience.