

## Bill of Rights and Responsibilities at Pembroke Regional Hospital

If you work at the hospital, you are responsible to...	Everyone has the right to...	If you are a patient, family or visitor, you are responsible to...
<ul style="list-style-type: none"> <li>• Treat others with courtesy and dignity and promote an environment free from favoritism and bias</li> <li>• Recognize and honour the uniqueness of each person</li> <li>• Contribute to a quiet, healing environment</li> <li>• Promote collaborative and respectful communications and work relationships among members of the team, respecting each team member's role and scope of practice</li> </ul>	<b>Be treated with dignity, respect and fairness</b>	<ul style="list-style-type: none"> <li>• Treat others with courtesy and dignity</li> <li>• Consider the feelings of others</li> <li>• Contribute to a quiet, healing environment</li> <li>• Consider that other patients may need help more urgently than you or your loved one</li> </ul>
<ul style="list-style-type: none"> <li>• Express kindness and empathy towards others</li> <li>• Genuinely listen and seek to understand another's situation, feelings and thoughts</li> <li>• Advocate for those who are most vulnerable</li> <li>• Support the spiritual needs, faith traditions and rituals of our patients and those with whom we work</li> </ul>	<b>Compassion and caring</b>	<ul style="list-style-type: none"> <li>• Be patient and understanding</li> <li>• Make us aware of any religious or spiritual care you wish to receive during your stay</li> </ul>
<ul style="list-style-type: none"> <li>• Share with colleagues any important, evidence-based information which supports quality care for efficient, safe hospital functioning</li> <li>• Ensure the safety of patients, families, visitors and staff by learning, sharing and putting into action best practices</li> <li>• Use a calm tone of voice and non-threatening body language</li> <li>• Adhere to all policies including "Hand Washing"</li> <li>• Report unsafe or potentially unsafe conditions without fear of reprisal</li> <li>• Teach patient/family/visitors about their roles in safety</li> <li>• Assist in the resolution of patient concerns/complaints in a timely manner</li> </ul>	<b>Quality care and a safe environment</b>	<ul style="list-style-type: none"> <li>• Make suggestions to improve your quality of care</li> <li>• Protect your own valuables, leave objects at home that could cause harm and respect the hospital's property</li> <li>• Use a calm tone of voice and non-threatening body language</li> <li>• Follow all posted policies including "Hand Washing"</li> <li>• Express your concerns without fear of reprisal</li> <li>• Let your healthcare team know of your concerns as soon as possible to allow them to quickly put things right for you</li> </ul>
<ul style="list-style-type: none"> <li>• Engage the patient/family in his or her care</li> <li>• Explain to the patient/family the care plan such as tests or procedures and ask if they have any questions or concerns</li> <li>• Participate in team planning and/or cooperate in implementing team plans</li> <li>• Take responsibility for your decisions and actions</li> <li>• Be cost-effective in how you deliver safe, quality care</li> </ul>	<b>Be part of the health care team</b>	<ul style="list-style-type: none"> <li>• Receive all necessary information, have questions answered and understand the consequences of giving or refusing consent to treatment</li> <li>• Tell your health care provider if there is a change in your condition or if problems arise after your treatment</li> <li>• Follow the agreed upon treatment plan both in the hospital and after discharge</li> <li>• Accept responsibility for decisions you make about your treatment or care</li> </ul>
<ul style="list-style-type: none"> <li>• Be honest and courteous in dealing with others</li> <li>• Use the best available evidence in your practice and in providing high quality patient care</li> <li>• Actively participate in your professional learning and ongoing development</li> </ul>	<b>Honesty, openness and information</b>	<ul style="list-style-type: none"> <li>• Provide relevant information to your health care team which is essential in the delivery of quality health care</li> <li>• Let staff know when you don't understand any information given to you</li> </ul>
<ul style="list-style-type: none"> <li>• Protect the privacy and confidentiality of patients and others</li> <li>• Report breaches of confidentiality</li> </ul>	<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• Value other patients' rights to confidentiality and let your healthcare team know about breaches in confidentiality</li> <li>• Choose one person to receive information about your treatment and to act as the spokesperson to other family members</li> </ul>