

# Patient Rights and Responsibilities

At HSC, Shared Health, patients and their families are the centre of everything we do. When we involve patients in their care, listening and learning everything we can, and sharing what we know, we can provide the very best possible hospital experience for the people we serve.

**As partners in your care, you should know your rights and responsibilities. You have the right:**

- To be treated with respect and dignity without any discrimination.
- To feel safe.
- To inform us how you want your chosen support person involved.
- To receive information to make an informed decision about your care.
- To ask any questions and receive answers in a timely manner.
- To seek a second opinion about your treatment options.
- To refuse or withdraw consent for any treatment or procedure at any time.
- To access your Personal Health Information (PHI) in your medical records.
- To share your values, and what matters most to you.
- To know the names and functions of all members of your healthcare team.
- To report harm you think occurred during the provision of healthcare services.
- To voice your concern without fear of reprisal.
- To access interpretation services in your preferred language.
- To an inclusive and accessible healthcare environment.

**You are responsible for:**

- Providing complete and correct information about your health, as best as you can.
- Playing an active role in your care and treatment.
- Letting your healthcare team know when the information you receive is unclear.
- Treating your healthcare team with respect.
- Respecting the rights, privacy, and property of other patients, visitors and staff including obtaining the consent prior to any recordings.

If you have a concern or you want to report harm that occurred during healthcare services, we encourage you to speak with your healthcare team directly so they can address your concerns immediately. If you are not comfortable speaking to your healthcare team, please contact the Shared Health Patient Relations Team at **204-787-2704** or email: **pro@sharedhealthmb.ca**

