



UNIVERSITY OF OTTAWA  
HEART INSTITUTE  
INSTITUT DE CARDIOLOGIE  
DE L'UNIVERSITÉ D'OTTAWA

## Patient Rights and Responsibilities

The University of Ottawa Heart Institute believes that each person is a unique individual whose nature is physical, emotional, intellectual, spiritual and social, and who is entitled to dignity and respect, regardless of circumstances or condition. According to this philosophy:

### **I have the right to:**

- Receive courteous competent and timely care;
- Receive complete and current information regarding all aspects of my care in a manner that I understand;
- Participate with the health care team in developing a treatment or care plan that addresses my needs;
- Obtain a second opinion;
- Expect that the information gathered concerning my care will be treated in a confidential manner;
- If I wish, designate a person to represent or support me in making decisions about my treatment or care;
- Be made aware of the names and functions of all members of my health care team;
- Be informed of the hospital policies that apply to me;
- Express my concerns and receive a timely response;
- Refuse treatments, except in circumstances stipulated by law (for example, for certain communicable diseases) and be informed of any possible medical consequences of such refusal;
- Be acknowledged in the language of my choice (English or French); the hospital will provide, if possible, the services of an interpreter to ensure that communication with members of the health care team is possible.

### **As a patient, I have the responsibility to:**

- Provide accurate information about my past illnesses, previous hospitalizations and medications;
- Ask questions about instructions received if these are not clear or cannot be followed;
- Inform my physician or nurse if I am pregnant or if I suspect I might be, so that they may consider the possible effects of certain tests or treatments
- Be considerate of other patients' rights and property and ensure that I respect the hospital's policies, particularly with respect to noise and the no-smoking policy;

- Treat those who look after my needs with courtesy and kindness, always understanding that their obligations toward other patients may limit their availability to me at times;
- Cooperate fully with hospital and medical staff to ensure the economical use of hospital facilities;
- Respect the drug and alcohol policy of the hospital which states that bringing or consuming non-prescribed drugs or alcohol into the hospital is strictly forbidden;
- Respect hospital rules and regulations communicated to me;
- Arrange settlement of any portion of my account not covered by my health insurance plan before leaving the hospital.