

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