

# Rights, Responsibilities and Expectations

## Health Care Workforce, Patients/Clients and Families



### Exceptional Experience

Horizon Health Network encourages partnerships between patients/clients and their health care team with the goal of

**Exceptional Care. Every Patient. Every Day.**

If you work or volunteer at Horizon you have the responsibility to...	Everyone has the RIGHT to...	If you are a patient/client or family member, it is the expectation that you will ...
<ul style="list-style-type: none"> <li>• Treat others with courtesy, respect and dignity</li> <li>• Provide Active Offer</li> <li>• Be prepared to listen to, hear and understand others</li> </ul>	<p><b>Be treated with respect and dignity</b></p> <p><b>Be listened to and heard</b></p>	<ul style="list-style-type: none"> <li>• Treat others with courtesy, respect and dignity</li> <li>• Be aware and appreciate that other patients may also need help</li> </ul>
<ul style="list-style-type: none"> <li>• Use a calm tone of voice and non-threatening body language</li> <li>• Introduce yourself to patients and families and to other health care providers</li> <li>• Report unsafe or potentially unsafe conditions</li> <li>• Educate others (patients/families/visitors) about their role in safety</li> </ul>	<p><b>Physical, emotional, and psychological safety</b></p>	<ul style="list-style-type: none"> <li>• Use a calm voice and non-threatening body language</li> <li>• Keep your personal property and valuables safe while in the hospital</li> <li>• Understand your role in safety and how you contribute to ensuring a safe environment</li> <li>• Ask questions and express your hopes, needs, &amp; fears</li> <li>• Report unsafe or potentially unsafe conditions</li> </ul>
<ul style="list-style-type: none"> <li>• Include patients and families in the development and management of their care plan by communicating clearly and checking to ensure that information is understood</li> <li>• Communicate with your team members – which includes the patient and family – by providing feedback, expressing appreciation and sharing any concerns with them</li> <li>• Know and respect each health care team member’s role and scope of practice</li> <li>• Report and disclose any unintended incident appropriately</li> <li>• Collaborate with patients and families in advancing safe quality care</li> <li>• Welcome close family member(s)/partner(s)-in-care to be present during the stay or appointment/visit</li> </ul>	<p><b>Be part of the health care team</b></p>	<ul style="list-style-type: none"> <li>• Be a participant and decision-maker in your health care</li> <li>• Do your best to understand your health care needs through open communication with your care team</li> <li>• Let your health care team know when you don’t understand, ask questions and express concerns</li> <li>• Provide a substitute decision maker of your choice should you become unable to make decisions regarding your medical care</li> <li>• Inform the health care team of those close family member(s)/partner(s)-in-care who you wish to be present during your stay or appointment/visit</li> </ul>
<ul style="list-style-type: none"> <li>• Share only information relevant to the patient’s care</li> <li>• Give timely responses to questions and concerns</li> <li>• Maintain the confidentiality of personal health information and patient privacy</li> </ul>	<p><b>Information necessary to provide or receive safe, quality care</b></p> <p><b>Privacy</b></p>	<ul style="list-style-type: none"> <li>• Provide all relevant information to your health care team</li> <li>• Maintain the confidentiality of other patients’ health information</li> <li>• Reschedule or cancel appointments if unable to attend</li> </ul>

Adapted with permission from Alberta Health Services

As a patient/client if you have any questions or concerns regarding your rights or responsibilities, we suggest you discuss them with one of the members of your health care team. They will be able to help you. If you feel that your concerns have not been addressed to your satisfaction, you may contact Horizon’s Patient Representative Office at 1-844-225-0220 or [www.horizonnb.ca/complaintform](http://www.horizonnb.ca/complaintform)

