

Everyone at Runnymede Healthcare Centre – patients, family, friends, staff, doctors, students and volunteers – has the right to:

- Be safe while at the Hospital
- Be treated with kindness and respect
- Be free from abuse or bias based on age, gender, sexual orientation, race or religion

**Every patient at Runnymede Healthcare Centre, has the right to:**

- Receive quality care that helps you reach your highest level of independence
- Play an active role in the development and review of your plan of care
- Give or refuse informed consent to treatment in keeping with the law
- Choose to have a family member or friend involved in your care
- Know who is responsible for providing your direct care, and know when healthcare students are involved
- Be kept informed of your condition and treatment in easily understood terms
- Receive treatment and care in privacy
- Have personal health information kept private and confidential
- Be free to review your medical records with the help of trained staff
- Speak freely about your concerns

Where fitting, the above rights apply to the substitute decision maker also.

**Every patient and/or decision maker at Runnymede Healthcare Centre has the responsibility to:**

- Provide truthful and accurate information to hospital staff
- Report concerns, symptoms, needs, and wishes to appropriate persons
- Let staff know if you don't understand any information provided
- Let a responsible staff member know when you, the patient, are leaving the patient care unit
- Respect hospital policies and procedures
- Recognize that the needs of other patients and families may sometimes be more urgent than your own
- Know that your healthcare team cannot follow requests that are considered to be medically, legally or ethically inappropriate.

Let's work together to make Runnymede Healthcare Centre a safe, respectful environment for everyone.