



Patient and Family Rights and Responsibilities

You or your health care decision maker(s) have the *RIGHT* to...

You or your health care decision maker(s) are *RESPONSIBLE* to...

Ask staff and students involved in your care to identify themselves.	Identify yourself correctly when receiving care.
Receive timely and appropriate assessment and relief from pain.	Inform your care team of your pain needs in a timely manner.
Have family member(s) be with you for the support you require.	Inform your care team of your wishes regarding your family support and visitors.
Access your own medical chart, obtain a second medical opinion, consult with Spiritual Care, Ethics, Privacy, Client Representatives or First Nations and Metis Health Services.	Inform your care team of your wishes to access these services.
Participate in guiding health care decisions, goal setting discussions and transition planning.	Follow the care plan developed in consultation with you.
Expect staff to communicate with you either in English or French or in a language that you understand.	Ask for an interpreter, if English is not your first language.
Express concerns about your care, have those concerns acknowledged and responded to without fear of negative consequences. Receive timely delivery of care including satisfactory response to your questions and concerns.	Ask questions when you do not understand information (e.g. procedures, results, medication applications and dosage, etc.).
Be treated with respect and dignity in a culturally sensitive way and expect staff to follow laws and Saskatoon Health Region policies.	Treat other patients, families and staff with respect and dignity; follow laws and Saskatoon Health Region policies.
Expect staff to keep your personal health information confidential as part of their obligations to you.	Respect the privacy of others; particularly in shared spaces/environments.
Request staff to wash their hands or use hand hygiene products before providing your care.	Wash your hands, or use hand hygiene products.

Questions or Concerns?

If you have NOT received satisfactory responses to your questions or concerns about your care, call the **Safety Alert System at 306-655-1600.**



Client and Family Centred Care