

Our Commitment to you

Everyone at Haldimand War Memorial Hospital will ensure your rights are protected and all responsibilities are clearly communicated. All patients and visitors at HWMH are afforded the same rights and responsibilities regardless of personal characteristics such as race, national or ethnic origin, colour, religion, sex, age, mental or physical disability, sexual orientation, residency, marital status or citizenship.



Our philosophy of care

- We will introduce ourselves and identify our role in your care.
- We will communicate openly, and consult with you in all aspects of your care.
- We will treat you, your family and friends with dignity, respect and compassion.
- We will collaborate with you to create an individualized care plan that acknowledges your unique physical, mental and emotional needs.
- We will promptly address any issues and concerns that are brought to our attention.
- We will respect your wishes about treatment choices, including refusing treatment.
- We will keep your personal health information private, respected and protected.
- We will respect your individual identity, beliefs, history, culture and ability as part of your care.
- We will treat you in a manner that is free from stigma and assumptions.



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905.774.7431
www.HWMH.ca



PATIENT AND VISITOR RIGHTS AND RESPONSIBILITIES

at Haldimand War Memorial Hospital



"Embracing the health and hearts of the community"

Patient and Visitor Rights

As a patient or visitor at HWMH, you have the right:

- To ask questions so that you can make informed choices and decisions.
- To be listened to.
- To know the names and roles of the members of your health care team.
- Have your medical records kept in confidence.
- To receive ongoing information about your care, diagnosis, prognosis, treatment.
- To be treated with respect, courtesy, honesty, and compassion.
- To expect that your health care team will collaborate to ensure continuity of care (in hospital or in the community if applicable).
- To refuse care and treatment options.

Patient and Visitor Responsibilities

As a patient or visitor it is your responsibility to:

- Ask questions about services and care you receive.
- Provide the most accurate information possible and to report any changes (to ensure the best care possible).
- Let staff know if you do not understand the information given to you, or if you have concerns related to your care.
- Follow your treatment plan to the best of your ability.
- Have a person designated (Power of Attorney) who can make health care decisions for you if you are unable to do so. Ensure this person knows and understands your wishes.
- Respect other patient's right to privacy.
- Be considerate and respectful of other patients and members of your health care team.

If you feel your rights are violated

- Reach out to the department manager (ask a team member for contact information).
- If your concerns are not resolved at the departmental level please contact:

Sharon Moore President & CEO
smoore@hwmh.ca

905-774-7431 ext. 1210

or

Devon Inglis Vice President & CNO
dinglis@hwmh.ca

905-774-7431 ext. 1290

What you have to say is very important to us.

We cannot improve if we do not know where we have failed. Sharon and Devon will answer your questions, receive your feedback, and follow up on any concerns or complaints.