

PATIENT'S RIGHTS & RESPONSIBILITIES

As a Madawaska Valley Hospice Palliative Care (MVHPC) patient, you have the right to be fully informed of your rights and responsibilities before the initiation of service. If/When a patient has been judged incompetent or at the patient's request, the patient's legal substitute decision maker may exercise these rights as described below. MVHPC will protect and promote your right to exercise these rights; you will not be subjected to discrimination or reprisal for exercising these rights.

Patient Rights

- To know the MVHPC mission, vision, values and services provided directly or through collaborative arrangement.
- To be treated as a living human being until death.
- The right to pain management and symptom control for conditions related to your terminal illness.
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse of any kind.
- To be assured the health care workers who provide care are qualified through education and experience to carry out the services for which they are responsible.
- To receive services appropriate to your needs and to expect MVHPC to provide safe, professional care at the level of intensity needed.
- To be fully and honestly informed of your medical condition, unless medically contraindicated. This includes information about your illness, the course of treatment and prognosis in terms you can understand.
- To participate in the planning of your medical treatment including pain and symptom management as well as to be involved in resolving dilemmas about your care, treatment and services. This includes the right to refuse treatment and services to the extent permitted by law and to be informed of the expected consequences of such refusal.
- To allow your family and other individuals to be involved in care, treatment and service decisions to the extent you desire and as allowed by law.
- To be involved in the initial and ongoing development and implementation of your plan of care respecting your individuality even if contrary to the belief of others.

- To be treated with consideration, respect and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs. Case discussion, consultation, examination, treatment and clinical records, are confidential. You have the right to be advised as to the reason for the presence of any individual or why information is being shared.
- To have your cultural, psychosocial, spiritual and personal values, beliefs, and preferences respected.
- To receive considerate and respectful care and to have your property treated with respect.
- To have staff communicate in a language or form you can reasonably be expected to understand.
- To be informed of MVHPC's policy on withholding resuscitative services – DNR.
- To be informed of what to do in an emergency.
- To voice complaints/grievances about treatment or care that is (or fails to be) furnished, or regarding lack of respect for property by anyone who is furnishing services on behalf of MVHPC, without retaliation or discrimination for same and to be informed of the procedure to voice complaints/grievances with MVHPC.

Patient Responsibilities

- To provide, to the best of your knowledge, complete and accurate information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- To report perceived risks in your care and unexpected changes in your condition.
- To provide feedback regarding hospice services, your needs and expectations, and ask questions regarding care or services.
- To treat MVHPC workers and property with consideration and respect.
- To inform MVHPC of any problems or dissatisfaction with patient care.
- To inform MVHPC of any advance directives or any changes in advance directives and to provide a copy.
- To cooperate with your primary doctor, hospice staff and other caregivers.
- To accept the consequences of any refusal of treatment or choice of non-compliance with the care plan.
- To provide a safe environment in which care can be given. In the event that conduct occurs such that the patient's or staff's welfare or safety is threatened, services may be terminated.