

Partners In Safety Patients' Rights and Responsibilities

We aim to provide the safest, highest quality care to you and your family. We want you to be part of the team and be an active partner in your care, and it begins with being informed.

Know Your Rights

You have the right to...

- Have your privacy and confidentiality protected
- Be aware and have access to the information obtained in hospital/clinic.
- Be treated with respect and care
- Maintain cultural practices
- Pursue spiritual beliefs
- Refuse service or ask for a second opinion
- Participate in all aspects of care
- Make personal choices
- Have a support person or advocate involved in your care
- Take part in or refuse to take part in research or clinical trials
- Receive safe, competent service
- Raise concerns about the quality of service

Know Your Responsibilities

- Treat others respectfully
- Provide accurate information
- Report safety risks
- Observe hospital policies

Know How to Report Any Problems or Concerns

If you have any concerns about your care, discuss them with the nurse, doctor or midwife right away. If you feel that your problem has not been resolved, contact:

Patient Care Quality Office

Toll free number 1-888-875-3256

phsa.ca/PatientCareOffice

Email: pcqo@phsa.ca

Suite 202, 601 West Broadway,
Vancouver BC V4Z 4C2