

Your Responsibilities

You or your representative have the responsibility to:

- Be aware that the needs of other patients and families may sometimes be more urgent than your own.
- Respect health care facility property and policy (rules).
- Act in a safe and responsible way and if you see a safety issue or have a safety concern, inform a staff member.
- Understand and be responsible for all fees not covered by OHIP or private insurance during your stay.



Riverside Health Care



Our Vision at Riverside Health

Care Is:

“to provide exceptional and compassionate healthcare, inspired by the people we serve, valued by our communities.”



Riverside Health Care

110 Victoria Avenue
Fort Frances, Ontario
P9A 2B7

Phone: 807-274-3266
Fax: 807-274-2898
E-mail: riverside@rhcf.on.ca

www.riversidehealthcare.ca

***“Connecting Communities—
Committed to Caring”***

At Riverside Health Care our vision is “**to provide exceptional and compassionate healthcare, inspired by the people we serve, valued by our communities**”.

We believe patients and their family members are our partners in the delivery of quality healthcare across the Rainy River District.

Your Rights

You have the right to:

- Be treated with respect, dignity and compassion without discrimination.
- Expect your health care team will share important information with each other.
- Ask for and receive information in a way you will understand.
- Take part in your plan of care, including:
 - treatment (s) and test (s) and be told about their benefits and risks
 - other ways to treat your illness
 - discharge plans.

Your Rights, You have the right to:

- Refuse care, to the extent allowed by law and your capacity, and to be told of the risks and benefits of that decision.
- Know the names and roles of people caring for you.
- Know the name of the healthcare team member in charge of your treatment.
- Receive care in a place that is safe & healthy.
- Expect that all information about your health care will be kept private and confidential according to the law.
- Tell us your concerns and receive a prompt answer to your questions.
- Be told of fees not covered by OHIP that you or your family will have to pay.



Your Responsibilities

You or your representative have the responsibility to:

- Ask for an explanation if you do not fully understand something.
- Offer to the best of your knowledge, correct and complete information about your health, to help us to care for you, including religious or cultural needs.
- Give your health care team the name of the person who will represent you if you cannot make decisions or communicate yourself.
- Be actively involved in your care, treatment and discharge plans.
- Be courteous and respectful of other patients, visitors and members of your health care team.
- Respect the confidentiality and privacy of others who are being treated in the health care facility.
- Help to control the number of people visiting you and ask friends and family not to visit if they are sick or have been exposed to a contagious disease.