

**Patient’s Bill of Rights**

All patients that are served by CDN IMAGING have the:

* Right to be Treated with Respect;
* Right to Safety and Protection from Harm;
* Right to Dignity, Independence, and Self Determination;
* Right to High Quality Services that Comply with Standards;
* Right to Clear and Supportive Communication;
* Right to be Fully Informed;
* Right to Direct Treatment Decisions;
* Right to Support;
* Right to Make a Complaint.

***Right to be treated with Respect***

Every patient:

* is a person first, with the right to this recognition and to respect before the law;
* has been treated without bias, and with sensitivity to the effects that a history of marginalization and discrimination may have on their well-being;
* has been treated without discrimination, and has their culture, spirituality, atheism, or identity respected;
* has been treated with kindness and compassion, and is allowed a range of feelings and to receive validation for those feelings, without negative consequences for their expression; and
* has their time valued.

***Right to Freedom from harm***

Every patient:

* is protected from abuse, indifference, denial of care, retribution, punishment, and unjustified interventions;
* has access to the least restrictive environment and has been offered the least intrusive treatment;
* is free from restraint in accordance with the law, and has been restrained only after all efforts to reach resolution and de-escalation have been tried. Patients will be informed how to be released from restraint, will be offered a supportive and respectful debriefing, and will be involved in reviewing and revising their care plan if needed.

***Right to Dignity, Independence and Self-Determination***

Every patient:

* has all freedoms in accordance with the law;
* can receive right advice in accordance with legislated rights when decisions are made that impact their liberty, for example when detained involuntarily, being found incapable of making decisions about treatment or property, or when a Community Treatment Order is issued or renewed;
* receives treatment and services that preserve and enhance dignity, independence, and self-determination;
* has their privacy respected in the company of other people;
* has the right to have access to their spiritual care or cultural advisors, and to exercise religious, spiritual, and cultural observances, rituals, customs, diet, and dress;
* has the right to retain and use personal possessions – except where it may pose a risk of harm to themselves or others;
* has the right to privately access toilet facilities;
* has the right to self-identify and be recognized for their gender, gender identity, gender expression and sexual orientation, including but not limited to name, pronouns, and expression.

***Right to Quality Services that Comply with Standards***

Every patient:

* has fair and equal access to services;
* is treated with fairness, in a manner that is respectful of patient-identified needs and preferences;
* has their health record include only relevant facts, and not speculation or prejudice;
* can provide feedback about their care and to participate in opportunities aimed at improving the quality of services;
* can seek an additional medical opinion.

***Right to Clear and Supportive Communication***

Every patient:

* is provided with clear, honest, direct and supportive communication with service providers that recognizes and seeks to mitigate the power imbalance and its impact (e.g., clear language, transparency, how to participate to reach own ends, etc.);
* is collaboratively engaged through all aspects of care.

***Right to be informed***

Every patient:

* can be informed about and offered a copy of this Bill;
* or substitute decision-maker (SDM), can get an information (in writing, if requested) about:
* the perceived problem, diagnosis or condition, and proposed treatment;
* alternative options/treatments, including none;
* the results any of tests and procedures; and
* responses to requests for additional information about any of the above.
* can get meaningful answers to questions about services, including requests for:
* the full name, qualifications, and scope of practice of the provider;
* where to access additional information and how to obtain an opinion from another provider;
* can view their health record and be informed how to access it;
* can get an information about implied consent, and how the ICHSC may collect, use and share health information with internal and external providers;
* can be told if their information is lost, stolen or shared without authorization;
* can correct their health record or add a statement of disagreement in accordance with the law, and choose to secure part(s) of their record for additional privacy under a Consent Directive where the law permits; and
* can get an information if requested about relevant ICHSC al services, such as rules, policies, procedures and any applicable rights, and have access to that information in writing and/or online (if available).

***Right to Direct Treatment Decisions***

Every patient:

* if capable, can direct their service by making decisions about any proposed treatment and ask staff for information (in writing, if requested) that is needed to understand and make decisions (i.e., about service recommendations) and to receive it;
* unless found incapable, is presumed to have capacity to make treatment decisions;
* if found incapable, can expect that their SDM will make decisions on their behalf in accordance with their legal obligations (including taking into account any prior wishes expressed by the patient while capable that apply in the circumstances);
* if capable, must give voluntary, informed consent before each treatment or plan of treatment can commence and has the right to withdraw that consent at any time. This right cannot be waived; and
* if capable, can receive support from family members/friends in making their decisions about treatment, and to be given time to discuss and make such decisions.

***Right to Support***

Every patient can:

* request that a third party be present during a physical examination;
* can get supports with all possible privacy and confidentiality when needed.

***Right to make a complaint***

Every patient:

* can make a complaint, raise concerns, and recommend changes without fear of interference, coercion, or reprisal;
* can make a complaint and give feedback through the ICHSC’s Patient Complaint Process
* can get rights advice and raise concerns or make a complaint through the Ministry of Health Ontario Patient Ombudsman Office
* can provide oral or written complaints;
* can be supported by a family member or friend in making or pursuing a complaint;
* can make a complaint to any other service provider or organization (e.g., Patient Ombudsman or professional regulatory Colleges, etc.).

***Developed and approved: October 2024***

***Reference*** [***https://accreditation.ca/assessment-programs/people-centred-care-program/***](https://accreditation.ca/assessment-programs/people-centred-care-program/)