

We strive to provide you with quality care. Quality care is best achieved when you, the patient/resident/client along with your family/friends, become “partners in care” with us, your health care providers.

## ***As a person receiving care, you can expect:***

- » To be treated with dignity and respect, without discrimination of any kind; to receive care that is courteous and considerate.
- » To receive timely and competent care from qualified staff, in a clean and safe environment.
- » To be introduced to us, your care providers, and to be informed of what we are going to do and why we are doing it.
- » To receive the necessary information to make your own health care decisions, to ask questions and receive clear answers.
- » To have the right to change your mind if you have already said “yes” or “no” to a course of treatment.
- » To have the right to refuse to participate in research and to discuss not being involved in teaching beyond that which is required for your care.
- » To have us maintain your privacy and the confidentiality of your medical information.
- » To have someone you know support you whenever possible; to access an interpreter if available.
- » To be offered services that are accessible and appropriate should you have an impairment or disability.
- » To have the right to file a complaint and receive a timely response, without fear that it will affect your care.

## ***As a partner in your care, we expect you and your representatives:***

- » To treat others with dignity and respect, without discrimination of any kind; and to be courteous and considerate of your providers and others.
- » To inform us of anything that could affect your present condition.
- » To work with us to develop and decide on a plan of care that meets your needs.
- » To follow your plan of care to the best of your ability, and to accept responsibility for the decisions you make about your care.
- » To act in a safe and responsible manner.
- » To be considerate and respectful of the privacy, diversity, property and other rights of patients / clients / residents, visitors and staff.
- » To understand our role in health care teaching and research. As such, students, interns and residents may be involved in your care.
- » To respect Vancouver Coastal Health property, policies, rules and regulations.