



CHARTER OF PATIENTS' RIGHTS AND RESPONSIBILITIES

ST. BONIFACE HOSPITAL

St. Boniface Hospital is "our hospital", it belongs to staff and patients. It is a place dedicated to health care. A common vision guides every staff member: to provide world-class medical expertise in a sanctuary of compassion, where today's discoveries are tomorrow's cures. **We work in a spirit of constant innovation.**

VALUES

- **COMPASSION:** Caring for and listening to every human being with an open heart, with empathy.
- **ADVOCACY:** Respecting and promoting the rights of every patient.
- **DISCOVERY:** Always going the extra mile in our own learning, in research and in the training of future healthcare professionals.
- **PASSION:** We are passionate healthcare professionals who are committed to always surpassing patient's needs.
- **AGILITY:** Adapting with professionalism and promptness to each patient, each situation and each context.

THE OBJECTIVE OF THIS DOCUMENT

The purpose of this document is that **every patient who walks through our doors is clearly informed** of their rights and responsibilities. Although this document is not a legally binding instrument, we have developed it with the goal of signifying an opportunity to build trust between patients and the medical profession.

We also hope this document will reinforce our core mission: **to provide our patients with the best possible comprehensive care**, as well as the best possible specialized care, while ensuring that human dignity, self-esteem and self-determination are promoted.

We will strive to honour this document to the best of our ability, resources and in compliance with the current laws governing health care institutions in Manitoba.

ST. BONIFACE HOSPITAL PATIENT RIGHTS

St. Boniface Hospital aspires to accommodate its patients and to carefully support their rights, listed below, within the reasonable limits of its resources and according to applicable provincial and federal laws:

I. THE RIGHT TO RESPECT

All patients have the right to:

1. **Access a highly professional quality** of reception, treatment and care.
2. **Be treated in a respectful manner**, regardless of their race, culture, ethnicity, religion, sex, age, physical or cognitive

ability, class/economic position, sexual orientation, gender identity, diagnosis, inpatient/outpatient status or other protected status.

3. Their **needs, wishes, values, beliefs and experiences being respected.**

II. THE RIGHT TO PRIVACY

As can reasonably be maintained by the physical environment; all patients have the right to:

1. To **refuse the display of their identity**, or any other relevant information, in their bed area.
2. Have **time to themselves** if they so desire.

3. **Communicate privately** with persons of their choice and not to be interrupted during this communication without valid reason. Receive assistance in communication with persons of their choice if needed.

4. Be assured of **confidential treatment of personal and medical records.**

III. THE RIGHT TO HEALTHCARE, SAFETY AND WELL-BEING

All patients have the right to:

1. Be **protected** within their environment.
2. Receive **staff support** to achieve independence and to receive staff assistance when necessary.
3. Live in a **safe, clean and healthy environment.**

4. Be **free** from mental, physical and sexual abuse or **harassment.**

5. **Be provided necessities** (information and/or material and medication) for a safe discharge from St. Boniface Hospital.

6. **Receive medical attention** as and when necessary in accordance with the patient's values and needs.

Of course, St. Boniface Hospital is always available to listen to you. If you have any questions, comments or concerns, please reach out to the Patient Relations Office at 204.237.2306 or the Ethics Service at 204.235.3619.

The Charter is available on our website in both of Canada's official languages, as well as in several Indigenous languages spoken in the province of Manitoba.

IV. THE RIGHT TO INFORMATION AND FREEDOM OF EXPRESSION

All patients have the right to:

1. Be informed on **all matters and issues that concern them in St. Boniface Hospital.** Examples may include visitation policies and potential costs associated with their care.

2. Be informed about **relevant services available at St. Boniface Hospital.** Examples may include allied health services (social work, spiritual health, ethics), palliative care resources and psychiatric services.

3. Be informed about **how to designate an advocate or health care proxy** during their admission.

4. Be informed regarding their **diagnosis, treatment and medication.** At all times, the patient or the patient's surrogate decision maker will be asked for consent in non-emergent circumstances.

5. **Question treatment, be informed of side effects**, be informed of other treatment options available and know the consequences of refusal of treatment on their health.

6. **Know the name of health care providers and what services they provide.**

7. **Be consulted and give prior consent** when the medical team wishes to be

accompanied by health care students for their training.

8. Be respected in their **beliefs whether spiritual, religious or philosophical and to receive support in order to exercise these beliefs** (eg. meditation, presence of an officiant of their faith, incorporation of food). However, these beliefs cannot impede the ability of health care professionals to provide safe medical care.

9. Have **support in their social needs.**

10. Express their **values, opinions and feelings.**

11. **Be communicated with in their own language** as resources may reasonably allow.

12. Be informed of the **procedure for initiating complaints with the Patient Relations Office.**

13. Be fully **informed of all programs, services and educational resources** that are available within St. Boniface Hospital and the community.

14. **Examine their clinical records** in accordance with relevant legislation.

15. Be informed of the **place where the body is cared for**, whether it is in St. Boniface Hospital or another institution in the event of death.

ST. BONIFACE HOSPITAL PATIENT RESPONSIBILITIES

For the patient's own benefit and the benefit of others, we encourage patients to observe the following:

• PARTICIPATION:

1. **Be an active member of their health care team.** Including: asking questions and being involved in decision-making or designating a surrogate decision maker who will be an active member.

2. Follow the agreed upon **plan of care** to the best of their ability.

• COMMUNICATION:

1. **Speak up if they have questions, concerns** or do not understand any information provided, or if they do not understand information included in the health care plan.

2. Provide **relevant and accurate information** to the health care team about their health.

3. Where possible, **choose someone in advance** to act for you, should the need arise including executing an advance care plan and a health care proxy.

• TREAT OTHERS WITH DIGNITY AND RESPECT:

1. Treat all members of the health care team, other patients and visitors with **dignity and respect.**

2. **Respect the privacy** and confidentiality of others, including other patients, families, visitors and staff.

3. **Respect St. Boniface Hospital property** and comply with St. Boniface Hospital policies and regulations as they apply to the him/her.

St. Boniface Hospital is located on the ancestral lands of the Anishinaabeg, Cree, Oji-Cree, Dakota and Dene peoples and the Métis Nation.

We respect the Treaties that have been made with respect to these lands, acknowledge the wrongs and mistakes of the past, and are committed to moving forward in partnership with Indigenous communities in a spirit of reconciliation and cooperation.

RESOURCES

Health Care Ethics Guide (2012)

Selkirk Mental Health:

<https://www.gov.mb.ca/health/smhcr/rights.html>

St. Joseph Health Care Hamilton:

<https://www.stjoes.ca/patients-visitors/patient,-family,-community-engagement/bill-of-rights.pdf>

Canadian Health Advocates:

<https://canadianhealthadvocatesinc.ca/patient-rights/>

Find the video version of the charter by scanning this QR code with your smartphone.

This video is accessible to those who are deaf and hard of hearing people.

