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# **EVERYBODY'S GUIDE TO HEALTH CARE**

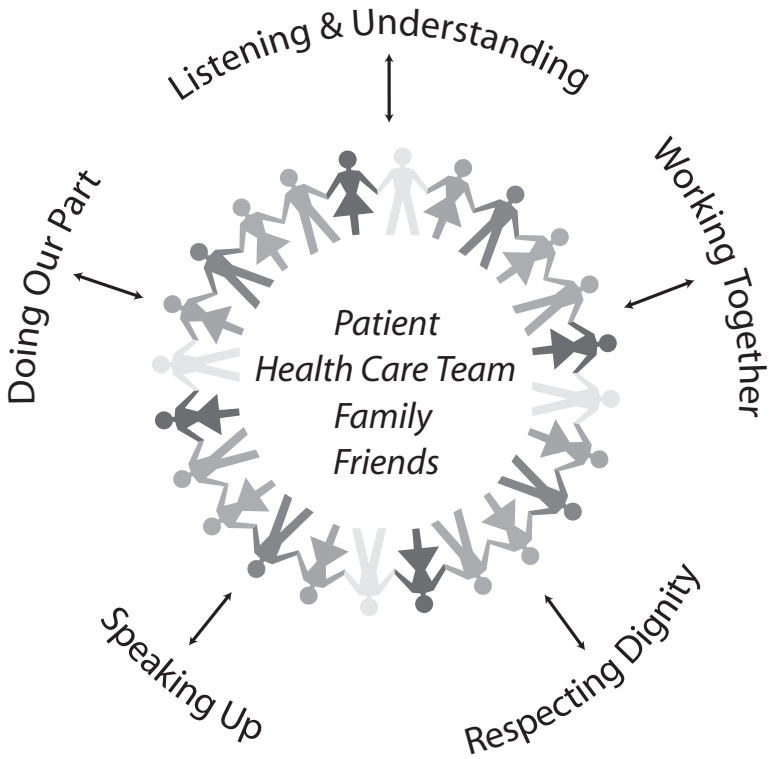
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***“Everybody's Guide  
to Health Care”  
supports  
patient-centred care***

*Prepared by the*  
Social Justice and Outreach Team  
Duncan United Church

2010

We, together with family and friends,  
form a working partnership with  
our health care team.



*This Guide helps us discuss important topics with our health care team, family and friends.*

## **Our Care and Treatment...**

- How do we see our treatment plan?
- How do we take responsibility for our healing?
- How do we behave in positive, respectful ways?
- Are there alternatives to existing rules or services?
- How do we speak about things that are bothering us?
- How do we take our concerns to government officials when staff does not listen?

*If there is an error in our treatment, we can expect to be told. We can expect an investigation of the error with fair and quick action to deal with any complaint. We can appeal the decision of the investigation. We can expect the staff or government officials to tell us how to appeal.*

*It is important to have a detailed discussion with our doctor about our condition, the treatments and the risks.*

**Yes/No Decisions...** We may be asked to make some decisions. For example...

Will we sign a consent form?

*We may refuse to sign a consent form until all our questions or concerns are answered to our satisfaction. We may change consent forms. For example, we may name the surgeon doing an operation or name the date the consent ends. Ask for a copy of the signed forms.*

Do we want students to work with us?

- We have a right to say no.

*We can expect to be told what students will do.*

*We can expect to have our questions answered.*

Do we want to take part in a research project?

- We have a right to say no or to stop at any time.

*We can expect to be told all the project information that might affect our condition, and the project results.*

Do we want to refuse treatment and care?

*When we refuse care we can expect to receive medical treatment we agree with. We may change our minds.*

Other decisions we may come across are...

- Do we choose to participate in discussions or medical meetings about us?
- Do we ask to see another doctor for their opinion about our condition?
- Do we want to read our medical charts? Often this is arranged with staff or sometimes we have to write a letter.
- Do we choose to pay for special items or help?

**Privacy of our personal information...**we need to know that our personal information is safe, so...

- All discussions with or about us are done in private.
- Only authorized workers look at our medical information.
- The hospital keeps our medical information secure.
- We are told when our privacy has been violated.
- When our privacy is violated, we can expect an investigation and be up-dated.

**Protecting our Safety**...we need to know that we are safe, so...

- Staff cares for our belongings when we are unable to look after them. For example, dentures, eyeglasses and hearing aids.

*Note – we are expected to leave unnecessary belongings, such as jewelry, laptops, and extra clothing at home.*

- We can expect supervision to limit the risk of us falling when we are medicated.
- Everyone washes their hands frequently and thoroughly.
- Our surroundings are clean and tidy and free of obstacles.

**Doing our part**...as patients we need to...

- Know the names and titles of the people working with us.
- Learn about our treatment plan.
- Ask a person to make our health care decisions in case we become extremely ill. This person may be family, friend, or an advocate.

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