



Bill of Rights and Responsibilities at Markham Stouffville Hospital Corporation

If you work at the hospital, you are responsible to...	Everyone has the right to...	If you are a patient or visitor, you are responsible to...
<ul style="list-style-type: none"> . Treat others with courtesy and dignity . Contribute to a quiet, healing environment 	Be treated with respect	<ul style="list-style-type: none"> . Treat others with courtesy and dignity . Contribute to a quiet, healing environment
<ul style="list-style-type: none"> . Practise non-discrimination, creating an environment free from favoritism and bias 	Be treated fairly and equitably	<ul style="list-style-type: none"> . Practise non-discrimination . Consider that other patients may need help more urgently than you or your loved one
<ul style="list-style-type: none"> . Use a calm tone of voice and non-threatening body language at all times . Adhere to all policies . Report unsafe or potentially unsafe conditions . Teach patients about their role in safety 	A safe environment	<ul style="list-style-type: none"> . Use a calm tone of voice and non-threatening body language at all times . Leave objects at home that could cause harm . Protect your own valuables and respect the hospital's property . Follow all posted policies, including "Visiting Hours" . Express your concerns
<ul style="list-style-type: none"> . Treat co-workers as colleagues . Freely share knowledge and expertise . Know and respect each team member's role and scope of practice . Participate in team planning and/or cooperate in implementing team plans 	Be part of the health care team	<ul style="list-style-type: none"> . Tell your health care provider if there is a change in your condition or if problems arise after your treatment . Follow the agreed upon treatment plan both in the hospital and after discharge . Understand the consequences of giving or refusing consent . Accept responsibility for decisions you make about your treatment or care
<ul style="list-style-type: none"> . Be honest and courteous in dealing with others . Provide information to others that is important for the effective, efficient and safe functioning of the hospital 	Honesty, openness and information	<ul style="list-style-type: none"> . Provide relevant information to your health care team . Let staff know when you don't understand any information given to you
<ul style="list-style-type: none"> . Express empathy towards others . Be patient and understanding with others 	Compassion and caring	<ul style="list-style-type: none"> . Consider the feelings of others . Be patient and understanding
<ul style="list-style-type: none"> . Maintain confidentiality . Report breaches of confidentiality 	Confidentiality	<ul style="list-style-type: none"> . Choose one person to receive information about your treatment and to act as the spokesperson to other family members