



Code of Ethics



It's in our nature to care.

Philosophy: Every member of our health care team strives to provide patient centred care without discrimination and to support the expectations and responsibilities of patients and families. We are committed to delivering safe, family centred health care to the people that we serve and in a manner that is consistent with our vision, mission and core values. We will make every effort to respect the expectations of patients and to support them in being a responsible, informed participant in their care. This code of ethics serves as an addition to each discipline's own professional code of ethics.

As a patient at Rouge Valley Health System you can expect to:

- Be informed of who your health care providers are and how they participate in your care.
- Be informed of your condition, the expected benefits, risks and side effects of treatment, alternative courses of action, and likely consequences of not having treatment in clear language, with an interpreter if necessary and whenever possible.
- Have access to your health information and to explanations from qualified staff.
- Raise any questions or concerns about your care to a hospital representative.
- Be treated with respect, dignity and freedom from discrimination.
- Have your autonomy respected and to participate in making decisions regarding the plan of treatment.
- Consent freely as prescribed by law or refuse any procedure or medical treatment.
- Request spiritual care of your choice.
- Have personal health information released only in accordance with the law.
- Have a safe and secure environment, free from abuse, harassment or discrimination.

As a patient at Rouge Valley Health System, we expect you and your family to:

- Provide relevant and accurate information to your health care team and to work with them on your personal plan of treatment, care and discharge.
- Take responsibility for the decisions that you make.
- Ask your health care team to explain anything about your treatment that you do not understand.
- Make complaints in good faith based on thoughtful reflection.
- Respect the safety, comfort, privacy and confidentiality of other patients, staff, and users of the health system.
- Respect the health centre and unit policies.
- Leave jewelry, large sums of money, credit cards and valuables at home.
- Use services appropriately and only as necessary.
- Promptly pay your hospital bill and leave the health system upon discharge.

As physicians, staff, volunteers and other health care providers, you can expect, where appropriate:

- To receive information from patients regarding health related issues.
- Cooperation and support in implementing the plan of care.
- To be informed of a patient's refusal of treatment.
- Timely responses to urgent requests in emergency situations.
- Appropriate resources, within available means in order to practice your profession.
- To raise concerns regarding treatment to other members of the team.
- Be treated with respect, dignity and freedom from discrimination.
- A professional working relationship.
- A safe and secure environment, free from abuse, harassment or discrimination.

As physicians, staff, volunteers and other health care providers, you are expected, where appropriate, to:

- Abide by the core values of Rouge Valley Health System.
- Provide the information necessary for informed consent.
- Accept refusal of treatment in accordance with the law.
- Identify yourself whenever providing care to the patient.
- Include the patient in the plan of care.
- Be courteous and respectful during all contacts.
- Ensure privacy of personal health information in accordance with the law.
- Communicate with the patient and their family in clear language, with an interpreter if necessary and whenever possible.