

Patient and Caregiver Bill of Rights

As a patient and/or caregiver at Home and Community Care Support Services Mississauga Halton, we have the right to:

1. Be in charge of decisions about our agreed upon care plan – “no decision about us, without us.”*

- 1.1. Discuss our needs, goals, and options for treatment and service within appropriate timelines.
 - A detailed care plan starting with my needs and showing my care goals and timelines; frequency of assessment as required.
- 1.2. Identify who is providing what care, when
 - Agency name, contact person, phone number, service provider’s name/role.
 - Access to consistent care.
 - Access to consistent service across Home and Community Care Support Services boundaries.
 - Access transition support that ensures consistent and continuing service across care settings within the health system.
- 1.3. A patient can refuse recommended service or elements of the care plan without reprisal on future care, unless otherwise provided in law.

2. Clarify how we will all work together (me and my care team) to carry out the care plan.

- 2.1. Communicate for understanding
 - Use multiple languages, images/visuals, clear medical terminology, etc., as required for understanding.
- 2.2. Respect each other, our physical privacy, our homes and our lifestyles.
 - Speak without “talking down”.
 - During showering or treatment, close the window blinds, close the door, cover me up.
 - Return things to their proper place.
 - Discuss pet management with the care team on an individual basis, so that all parties are comfortable.
- 2.3. Report abuse, harassment and/or bad care.
 - Provide direct contact information to Home and Community Care Support Services Mississauga Halton, care coordinator for reporting.

3. Get assistance beyond the care plan, when we need it.

- 3.1. Provide one page that summarizes key care team contact numbers.
- 3.2. Provide one phone number to a Home and Community Care Support Services Mississauga Halton, care coordinator for appropriate on-call medical help and support or a service provider (other than 911 or the health hotline). Include the Mississauga Halton Healthline information.
- 3.3. Provide an updated, one-page summary of the care plan and medications for emergency purposes.

Note: The Patient Bill of Rights and Caregiver Bill of Rights was developed in 2015 by the Share Care Council

**The origin of this phrase is the Latin "Nihil de nobis, sine nobis". It has been used for decades by a number of groups involved in health and disability issues internationally.*