

Temiskaming Hospital

January 21, 2009

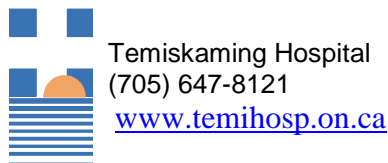
Patients' Rights and How to Make a Complaint

Patients at Temiskaming Hospital have the right to:

1. Considerate and respectful care.
2. Obtain complete current information concerning his/her diagnosis, treatment and prognosis in terms the patient can understand.
3. Have personal health information protected from unauthorized collection, use or distribution.
4. Provide informed consent for the collection, use and sharing of their personal health information and to receive information from their health care provider to give informed consent prior to the start of any procedure and/or treatment.
5. Every consideration of his/her privacy concerning his/her own personal health information and medical care program.
6. Expect that all communication and records pertaining to his/her care will be treated as confidential and that there will be control processes in place to safeguard the use and sharing of personal health information in a manner that is compliant with the privacy legislation (PHIPA).
7. Expect that within its capacity, the hospital will respond reasonably to his/her request for services.
8. Obtain information regarding any relationship of this hospital to other health care and educational institutions insofar as his/her care is concerned.
9. Expect reasonable continuity of care. He/she has the right to expect that the hospital will provide a mechanism whereby the patient is informed of his/her continuing health care requirements following discharge.
10. Examine and receive an explanation of his/her bill regardless of source of payment.
11. Know what hospital rules and regulations apply to his/her conduct as a patient and is made aware of his/her responsibilities relative to these rules and regulations. Temiskaming Hospital expects individuals to treat each other with respect and dignity. Abusive and aggressive language or behaviour by staff, physicians, patients, volunteers, family members, or visitors will not be tolerated.

To make a complaint against the Hospital or any of its staff, please contact the Quality & Project Management Leader at (705) 647-1088, extension 2221.

Temiskaming Hospital is committed to providing quality patient care to the people of the communities it serves.



Visiting Hours:

- 10:00 a.m. to 8:00 p.m. for medical patients, surgical patients and Long-Term Care patients;
- 2:00 to 4:00 p.m. and 6:00 to 8:00 p.m. for obstetrics patients;
- Visitors to the Special Care Unit (SCU) are restricted to immediate family and/or significant other(s).