



PARTNERS IN CARE

Our shared RIGHTS & RESPONSIBILITIES

We welcome all feedback
from patients and families.
Please call **1-855-IWK-CARE (1-855-495-2273)**
or email **feedback@iwk.nshealth.ca**



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The IWK is committed to our mission,
To passionately pursue a healthy future
for women, children, youth and families.

This was created in collaboration with the
IWK Family Leadership Council, the Youth
Advisory Council and the IWK Ethics Committee.

PARTNERS IN CARE

The IWK Health Centre practices patient and family-centered care. This means we (staff, physicians, learners, researchers and volunteers) value and support patients and families as partners in care.

Everyone has the RIGHT to...

BE TREATED WITH RESPECT BE LISTENED TO AND BE HEARD

We, at the IWK Health Centre, have the RESPONSIBILITY to...

- > Respect your¹ choices and decisions.
- > Work with you to meet your health goals.
- > Treat you with dignity and courtesy.
- > Listen, hear and understand you.
- > Provide care that is mindful of your culture, spiritual and religious beliefs.

As a patient or family member, you have the RESPONSIBILITY to...

- > Treat others with dignity and courtesy.
- > Consider that other patients may also need help.
- > Recognize that we will do our best to meet your care needs, but that some things are beyond our control.
- > Help us meet your health care needs by telling us what is important to you and your family.

BE IN A PLACE THAT IS SAFE

(physically, emotionally, psychologically and spiritually)

We, at the IWK Health Centre, have the RESPONSIBILITY to...

- > Provide a safe place for your care.
- > Teach you (and your family) about our role in safe care; and about your role in safe care, too.
- > Tell you if something unexpected happens.
- > Use a respectful tone of voice and body language.

As a patient or family member, you have the RESPONSIBILITY to...

- > Know your own role in safety; help keep the IWK a safe place.
- > Tell us if you see anything that is (or may be) unsafe at the IWK.
- > Use a respectful tone of voice and body language.

BE ACTIVE PARTNERS IN CARE

We, at the IWK Health Centre, have the RESPONSIBILITY to...

- > Engage with you to make informed choices about your care.
- > Be open and honest with you.
- > Identify, assess and communicate about your care needs, including assessment and treatment of pain.
- > Respect our fellow health care team members (know their roles and scope of practice).
- > Tell you the role of each health care team member, including the role of learners and researchers.
- > Respect your request for a second opinion.

As a patient or family member, you have the RESPONSIBILITY to...

- > Ask questions about your care at any time.
- > Work with your health care team to set goals for your care; then follow through with this plan.
- > Make informed choices about your care (such as consenting to, or refusing, a type of treatment or plan of care).
- > Tell us if you have concerns about your care; this could mean asking for a second opinion.

BE GIVEN INFORMATION THAT IS NEEDED TO PROVIDE OR RECEIVE THE BEST CARE

We, at the IWK Health Centre, have the RESPONSIBILITY to...

- > Protect your privacy and keep information about your care confidential, sharing it only with those who need to know (such as health care team members).
- > Respond to your questions and concerns in a timely manner.
- > Share information with you in your preferred language; using words you understand.
- > Tell you about relevant research studies and respect your decision to take part or not.

As a patient or family member, you have the RESPONSIBILITY to...

- > Tell your health care team what they should know about your health (such as: any allergies, health conditions, use of medications, natural health products, or alternative/complementary therapies).
- > Make an informed choice about taking part, or not, in research studies.
- > Honour confidentiality and the privacy of other patients.

Footnotes:

1. For ease of reading "your" includes you/your child/youth.