

Patient Bill of Rights

- You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
- You have the right to privacy in care for your personal needs.
- You have the right to information concerning your medical condition, in terms you can understand.
- You have the right to participate in decisions regarding your care.
- You have the right to an explanation about your treatment and tests including benefits, risks and alternatives.
- You have the right to give or refuse consent for treatment, including medication and to be informed of the consequences of giving or refusing treatment.
- You have the right to confidentiality of all information.
- You have the right to know the identity and profession of those responsible for your care.
- You have the right to express any concerns by leaving comments in our patient feedback box.
- Persons with special needs or handicaps have the right to reasonable accommodation in accordance with the law.

Patient Responsibilities

We believe that patients have the responsibility to:

- Actively participate with all caregivers in their wellness plan and treatment.
- Provide accurate information regarding their care.
- Accept the responsibility for the consequences of refusing treatment.
- Be considerate and respectful of all members of the Windsor Family Health Team and to other patients.
- Observe Windsor Family Health Team rules and regulations.
- Be responsible for all personal property.
- Accept the responsibility of all uninsured financial obligations.
- Voice any concerns first to their health care provider.

Employee Bill of Rights

- You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality and cultural background.
- You have the right to expect that all personal information will be confidential unless required by law to be disclosed.
- You have the right to receive, and the responsibility to give, clear directions.
- You have the right to participate in decisions directly affecting professional performance.
- You have the right to expect constructive feedback regarding your work performance.

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- You have the right to a job description and to skills training where appropriate.
- You have the right to a safe work environment.
- You have the right to express concerns without fear of reprisal.
- You have the right to a supportive environment in all issues of dispute.

Employee Responsibilities

- You have the responsibility of treating others with consideration, courtesy and respect in a way that fully recognizes their dignity, individuality and cultural background.
- You have the specific responsibility of treating patients, clients, residents, family members and visitors with consideration, courtesy and respect in a way that fully recognizes their dignity, individuality, level of health, abilities and cultural background.
- You have the responsibility of treating all colleagues with respect and continually striving towards a collaborative outcome on all issues of patient care.
- You have the responsibility to participate with all disciplines in identifying the most effective and appropriate treatment plan for each patient.
- You have the responsibility of using a team approach to problem solving that focuses on improvement.
- You have the responsibility of respecting and continually upholding the organizational goals and objectives.
- You have the responsibility of identifying and reporting safety issues promptly to prevent injuries to co-workers.
- You have the responsibility of participating in all issues of Quality and Risk Management that focuses on improving care and reducing all risks.