



Interlake-Eastern
Regional Health Authority

Acute Care Rights & Responsibilities

Individuals, families and natural supports have the **RIGHT** to:

- Be respected and treated with dignity
- Be free from discrimination and stigma
- Receive quality services based on your individual needs
- Privacy and expectation of confidentiality
- Speak and be listened to
- Receive services in a safe environment
- Be informed
- Access your health record information
- Opportunity to provide feedback on your experience

Individuals, families and natural supports have the **RESPONSIBILITY** to:

- Be an active participant in your recovery process
- Tell us if you are feeling unsafe
- Be engaged in services
- Treat staff with respect and courtesy
- Ask questions if you don't understand something
- Provide information to us about changes in your health that may impact your care
- Tell us what you need from us. We are here to help you.

If you have questions or concerns about the care that you or someone you know is receiving from an Interlake-Eastern Regional Health Authority Hospital, please speak with your nurse/charge nurse. If you feel you are not being understood, or if you still have questions or concerns, ask to speak to the Manager of the program or unit.

If you need to speak with someone after hours, please ask to speak with the Charge Nurse. If you feel that your concerns are not being heard, please ask to speak to the Supervisor available.