

OSMH Patient Declaration of Values

Orillia Soldiers' Memorial Hospital (OSMH) will deliver the best possible care to you while in hospital. In our role as caregivers, we will strive to meet and exceed your expectations of quality by always improving our patient care and services.

Based on patient and community feedback, a *Patient Declaration of Values* has been established to acknowledge your expectations of us. It has been aligned with the values of; Compassion, Accountability, Respect, and Engagement.

Compassion

- I am treated with compassion and caring and made to feel welcome
- I am treated according to expected standards of care
- I am treated in an environment that meets or exceeds health and safety standards

Accountability

- I can rely on the quality of information I receive
- I will provide accurate information about myself and I am accountable for my actions
- I am informed of financial costs, if any, before a service is provided
- I will notify OSMH of any accessibility requirements so my needs can be met
- I am kept informed about my health status and actively involved in decision-making about the care I receive

Respect

- My cultural and religious beliefs and practices are taken into consideration in the way care is provided
- I am treated with dignity, courtesy and respect in a civil atmosphere free of prejudice and harassment, and I will treat others the same
- My personal privacy is respected, and I will respect the privacy of others
- My personal health information remains confidential, and shared only with those involved in my care
- I maintain the right to refuse any procedure or medical treatment, and be informed of the impact of these decisions
- My family will notify OSMH of any interventions that work at home to control or de-escalate disruptive or violent behaviours

Engagement

- My family or designate may be involved, and welcomed, into discussions or decisions about my health
- I and/or my family will take an active role in the next steps along my health care journey
- I understand that Advance Care Planning is important for myself and my family members to ensure we are fully prepared for all stages of care throughout our lifetimes
- I am supported and encouraged to express my opinions about the care I receive

