

Patient Rights, Privacy, Responsibilities, Compliments, and Complaints Process

A PATIENT RECEIVING NE LHIN SERVICES HAS THE RIGHT TO:

1. Be treated as an individual, with dignity and the right to make choices about their health care.
2. Be treated with courtesy and respect, including freedom from violent physical and verbal behavior and acts, or threats of violence.
3. Be treated in a way that respects cultural, gender, spiritual, linguistic, ethnic, sexual orientation, and familial choices.
4. Be informed about the community services you receive and about who is providing the service.
5. Be involved with the care-planning to determine which professionals and agencies you want to be involved in your care, and with whom you allow us to share information.
6. Participate and have continued involvement with all service providers in developing, reviewing, evaluating and changing your care plan.
7. Receive care within the parameters of best practices, legislation and NE LHIN home and community care policies and procedures.
8. Be informed of the laws, rules and policies affecting our services.
9. Consent to or refuse any service, having been informed of risks and benefits of receiving or declining to receive these services.
10. Be informed of the personal health information we collect and the safeguards we use to keep your information confidential and protect your privacy in accordance with the law.
11. Raise concerns or suggest changes to the services you receive, without fear of interference, discrimination or negative action being taken against you.
12. Be informed about the process for initiating complaints, concerns and compliments about the service provider and the NE LHIN, and to have complaints and incidents reviewed promptly.
13. Be offered the option of receiving services in French.

A PATIENT RECEIVING NE LHIN SERVICES IS RESPONSIBLE TO:

1. Treat all service providers with courtesy and respect, including freedom from violent physical and verbal behavior, and acts or threats of violence by you or anyone in your home.
2. Provide a safe environment for the service providers, including but not limited to the absence of pets, smoking, and consumption of alcohol and illicit drugs in the work area.
3. Treat all service providers in a manner that respects dignity and privacy, and is free from discrimination, recognizing cultural, gender, spiritual, linguistic, ethnic, and sexual orientation choices.
4. Report any changes to your health status or living arrangements that may impact your care needs.
5. Use health care resources responsibly, including making yourself available for visits and assessments, notifying us when you need to cancel or reschedule your care, or when you no longer require care.

Patients who do not fulfill their responsibilities will have their services reviewed.

Concerns or complaints about any of the above will be promptly reviewed and addressed.

REPORTING A COMPLIMENT

If you have a compliment about the care you received or the quality of services provided by the NE LHIN team, please let your Care Coordinator know the specifics, or let us know at ne.feedback@lhins.on.ca. This helps us learn what strengths we can build upon to further improve our services.

REPORTING A COMPLAINT RELATING TO CARE BY LHIN STAFF

If you have a concern relating to a decision, service quality, or your rights, here are some steps you can take:

1. Contact your Care Coordinator. He or she will document and review your concern and work with you to determine next steps and what actions may need to be taken to resolve the complaint. A Manager may be involved to support the Care Coordinator in resolving the complaint.
2. If you are not satisfied with the resolution, you may;
 - Request a review by the NE LHIN Internal Appeals Committee. Send an appeal request to the NE LHIN Director of Quality and Risk at ne.feedback@lhins.on.ca; and/or
 - Contact the Long-Term Care Action Line at 1-866-876-7658 or TTY 1-800-387-5559 and request assistance from an Independent Complaints Facilitator; and/or
 - Contact the Health Services Appeal and Review Board (HSARB), an independent tribunal, to request an appeal by mail or fax. Mail to: 151 Bloor Street West, 9th Floor, Toronto, Ontario M5S 1S4 or fax to: Fax: 416-327-8524.

Further information can be found at <http://www.hsarb.on.ca> or by calling 1-866-282-2179.

Note: HSARB ensures that the LHIN has followed the law related to service decisions. Only complaints about eligibility for services, the type and amount of services, or discharge from services can be investigated by HSARB. The HSARB makes a decision based on evidence presented under oath by witnesses at a hearing and sends the decision in writing to the complainant.

REPORTING A COMPLAINT RELATING TO CARE BY OTHER HEALTH SERVICE PROVIDERS

If you have a concern with a decision, service quality, or a violation of your rights by health service providers other than the NE LHIN here are some steps to help you:

- Attempt to resolve the issue with the organization in question first, using their complaints resolution system.
- If the issue remains unresolved, and it relates to a long-term care home, you may contact the Long-Term Home Care ACTION Line at 1-866-434-0144.
- If the issue remains unresolved, and it applies to organizations which are accountable to the NE LHIN (list available here: www.nelhin.on.ca/aboutus/hsplist.aspx), you may contact the NE LHIN at ne.feedback@lhins.on.ca. Further information can be found at www.nelhin.on.ca/complaints.aspx
- If the issue remains unresolved, and it applies to public hospitals or long-term care homes, you may contact the Patient Ombudsman Office at 1-888-321-0339 or visit <http://patientombudsman.ca>