

# PATIENT RIGHTS AND RESPONSIBILITIES

*We acknowledge that we live on Treaties 2, 4, 5, 6, 8, and 10 territories and the Homeland of the Métis. In the spirit of Truth and Reconciliation, recognizing this history is important to our future and our efforts to close the gaps in health outcomes between Indigenous and non-Indigenous peoples.*

## AS A PATIENT YOU CAN EXPECT THAT WE WILL:



- ✓ Treat you with respect, compassion, and consideration for your dignity, culture, and personal values.
- ✓ Provide care that is free from all forms of racism and discrimination.
- ✓ Explain things in understandable ways.
- ✓ Work with you to set goals and make decisions about your health.
- ✓ Listen to your concerns and do our best to resolve them.
- ✓ Discuss with you the benefits, risks, and alternatives of proposed treatments or procedures before we ask you to decide.
- ✓ Provide clear, relevant, timely information about your health, treatment options, or care plans.
- ✓ Help you to access your health information if you want to see it.
- ✓ Keep your personal and health information accurate and private.

*If you have concerns about your care or experience, please speak with our staff.*

*For unresolved issues, you may file a complaint with the appropriate regulatory body overseeing the healthcare professional or service involved.*

## AT OUR PRACTICE WE ASK THAT YOU:



- ✓ Treat physicians, staff, other patients, and families with respect.\*
- ✓ Treat everyone in a way that is free from all forms of racism and discrimination.\*
- ✓ Respect the privacy of other patients and families.
- ✓ Provide us with complete, accurate information about your health including any changes in your health.
- ✓ Identify if you have a family member or friend as a support person and how we can include them in your health journey based on what you feel most comfortable with.
- ✓ Let your health care team know if you have any questions or concerns about your care.
- ✓ Follow your treatment or care plan to the best of your ability.
- ✓ Please let us know as soon as you can if you need to cancel your appointment so we can offer that time to someone else who needs it.

*\* Persistent disregard of these responsibilities may be considered grounds for terminating the patient-physician relationship.*



CPSS College of Physicians and Surgeons of Saskatchewan

2024.08.19