

## **Physicians, Staff, Volunteers, Students and Contract Workers**

The staff will care for the patient and family with the same respect, consideration and professionalism they would expect to receive if they or their family were patients. The Philosophy of Care for staff serves as an addition to every staff person's own professional code of ethics.

As physicians, staff, volunteers, students and contract workers, you can expect, where appropriate and applicable, to:

- Have patient input, cooperation and support in the plan of care.
- Discuss concerns regarding the patient's plan of care with members of the health care team.
- Be treated with dignity, compassion, courtesy and respect by patients, families, visitors and co-workers without discrimination.
- Be informed, where appropriate and necessary, of a patient's refusal of treatment.
- Maintain a professional work environment.
- Have a clean and safe work environment.
- Discuss the patient's complaints with the appropriate persons.

***As physicians, staff, volunteers, students and contract workers at St. Joseph's Health Centre, you are expected, where appropriate and applicable, to:***

- Abide by our values -- Human Dignity, Compassion, Social Responsibility, Community of Service and Excellence.
- Provide information in language that is understood by the patient, their family and other members of the health care team.
- Tell the patient your name and role in the delivery of health care.
- Provide appropriate, well-planned and co-ordinated care.
- Provide all the information necessary to make well-informed decisions.
- Ensure privacy, security and confidentiality of health care records.
- Provide a secure, clean and safe environment for those in your care.
- Maintain confidentiality of patient information at all times and in all places.
- Provide patients and families the opportunity to express concerns and opinions without prejudice or discrimination.
- Provide information relating to the complaint process, if applicable.
- Behave in a respectful manner toward colleagues and co-workers.

# *Philosophy of Care*

*at St. Joseph's Health Centre*



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# Philosophy of Care

## PHILOSOPHY OF CARE - ST. JOSEPH'S HEALTH CENTRE

The basic orientation of Catholic health organizations and their personnel is respect for the dignity of every person and concern for the total well-being of persons receiving care. We affirm the importance of family, friends and the community in the promotion of health. We also strive to provide for our personnel a milieu that is conducive to personal fulfillment.<sup>1</sup>

### As a patient at St. Joseph's Health Centre you can expect to:

- Be provided with appropriate, well-planned and coordinated quality care.
- Be treated with dignity, compassion, courtesy and respect.
- Be informed of your medical condition, treatment and consequences in language that is understandable.
- Have privacy, confidentiality and security of your health information as appropriate.
- Receive the information necessary to make well-informed decisions.

- Receive care that supports your spiritual, religious, cultural, emotional, educational and developmental needs.
- Be told the names and roles of health care providers involved in your care.
- Participate in decisions regarding your diagnosis, treatment options, rehabilitation, and discharge plans.
- Receive clear answers and full explanations to your questions and concerns regarding all aspects of your care.
- Have access to information in your health record.
- Be informed of the complaint process in the event of concerns related to your care.
- Be informed of all additional expenses not covered by OHIP for which you will be charged.

### As a patient at St. Joseph's Health Centre we expect that you and your family will:

- Share and provide related and accurate information with care providers.
- Participate with the health care team to

ensure the best possible treatment, rehabilitation and discharge planning.

- Accept responsibility for the decisions you make about your treatment and care.
- Identify a spokesperson with whom we can speak or provide a power of attorney in the event that you cannot make decisions for yourself.
- Respect hospital policies, treat staff, other families and visitors with respect and courtesy, and recognize that the needs of other patients and families may sometimes be more urgent than your needs.
- Respect the confidentiality of the medical conditions of other patients.
- Inform the hospital staff if you do not understand or cannot follow the health care instructions.
- Exercise personal safety and take care of personal property and valuables.
- Voice concerns regarding your care to the health care team or patient relations.

<sup>1</sup> Adapted from the Catholic Health Association of Canada, *Health Ethics Guide*. (Ottawa: CHAC, 2000), 8-9.