



Ontario Network
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life through knowledge

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Rights and Responsibilities of Patients

Patient care is our primary focus and central to the decision-making process at ONE Fertility. We provide customized care tailored to each individual's or couple's unique situation.

(A) Patient Rights

The purpose of this policy is to promote and protect each patient's right to receive all necessary information, to be provided autonomy over their care, to be treated with respect and dignity, and to be guaranteed privacy, confidentiality, safety and security while in our care. Bill 22's *Patient Bill of Rights* (Appendix 1, page 2), provides the foundation for the ONE Fertility Rights and Responsibilities of Patients Policy.

Patients have the right to:

1. Receive all necessary health care services in a system that is universally accessible, publicly administered/funded, offers freedom of choice, provides timely treatment, and recognizes that every provider of health care services is a valued member of a multidisciplinary health care team.¹
2. Refuse consent:
 - a. Patients may refuse treatment, refuse involvement in a research project, or withdraw from participation in any treatment/project at any time without fear that this action will influence their care.
3. Autonomy in Treatment Assessment and Delivery
 - a. Right to self-determination, human dignity and privacy
 - b. Fully participate in the treatment assessment process
 - c. Patients must be given the information they need about:
 - i. their health status
 - ii. range of tests, treatments or research studies available
 - iii. the purpose, benefits, risks, possible side effects, and consequences of any tests, treatments or research studies
 - iv. the identity and role of ONE Fertility employees with whom they interact
 - v. the right to refuse a test or treatment
 - vi. the likely consequences of refusing offered treatments

¹ Ontario. Legislative Assembly. "An Act to Promote Patients' Rights." Bill 22, 38th Legislature, 1st Session, 2003. [Toronto]: The Assembly, 2003. (First reading December 10, 2003).

- vii. the right to refuse to participate in research
- viii. the right to withdraw consent at any time, with proper documentation
- ix. the procedure for initiating complaints about providers of health care services
- d. This information must be provided in a clear, understandable language in an environment where open discussion is possible
- e. Patients must be provided with adequate time to make the decision, and be involved in ongoing discussions as the case evolves
- 4. Patients must be informed of their right to access their information.
 - a. Patients are owners of their health information and partners in the process of documenting.
 - i. They provide input, and their discussion/questions provides feedback
- 5. Have their concerns heard, reviewed and, where possible, resolved
 - a. ONE Fertility Patient's Right to Question a Process or Decision:
 - i. Patients have the right to question any decision made by ONE Fertility staff
 - ii. Patient is informed of their right and the process to question a process or decision when dissatisfied
 - iii. Patient concern will be reviewed through one or more of the following processes
 - a. Review by clinical team
 - b. Review by management team
 - c. Review by clinical care manager
- 6. Receive safe, appropriate and timely care
 - a. To ensure our patients receive the quality care they deserve, we endeavor to keep our wait times as short as possible for new patient and follow up patient appointments. Medically urgent visits are accommodated.
- 7. Be referred to other appropriate services
 - a. Information should be released to an outside institution or physician as needed for continuity of care, but only with patient consent.
- 8. Freedom from abuse, neglect or exploitation
 - a. Every patient has the right to be treated by ONE Fertility care providers without mental, physical, sexual or financial abuse.
 - b. ONE Fertility is committed to a zero tolerance approach to patient abuse. All employees are aware of our zero policy approach.
- 9. Be assured of confidential treatment of their health records and personal information in accordance with the law².
- 10. Be dealt with in a manner that recognizes individual dignity, privacy, promotes mutual respect and individual autonomy³

² Ontario. Legislative Assembly. "An Act to Promote Patients' Rights." Bill 22, 38th Legislature, 1st Session, 2003. [Toronto]: The Assembly, 2003. (First reading December 10, 2003).

³ *ibid.*

- a. ONE staff recognize and accommodate individual needs and preferences.
 - i. Consistent with the manner outlined in Bill 22.

Implementation:

ONE Fertility's Implementation of Patient Rights:

1. Ensure that patients understand their rights and how to exercise them
 - a. Patients are informed of this policy and how to address their concerns within the new patient package (Patient Rights & Responsibilities handout). The full policy is on our website. Alternately a written copy can be provided on request.
2. Investigate and resolve claims regarding a violation of patient's rights
 - a. Patient reporting form available at reception (see Patient Complaint Policy). To be reviewed by CCM through appropriate consultation.
 - i. Communicated to patient by CCM.
 - ii. Forms will be confidential and on resolution filed by the business director.

Advising Patients of Possible Consequences when Exercising their Rights:

1. In some cases, exercising a right may affect the ability of ONE Fertility to serve a patient's needs. ONE Fertility staff are responsible for ensuring that the patient understands the possible effects of exercising a particular right and for documenting the discussion with the patient in the medical record.
2. If the patient with impaired judgment makes decisions that could seriously compromise health and safety, staff must communicate this to a physician. The physician will speak to the patient and provide them with information sheets, refer them to a specialist and document the situation in OSCAR.

(B) Patient Responsibilities

Policy:

- 1) ONE Fertility will ensure that patients understand their responsibility to;
 - a. Participate in developing and carrying out the treatment plan
 - i. Asking about things that they do not understand
 - ii. Making the best decisions they can about their care
 - iii. Discussing their wishes, preferences and decisions with the staff
 - iv. Taking an active role in their care plan.
 - b. To treat other patients and staff with respect
 - c. Be available at a given time for service/treatment as agreed
 - d. Notify ONE Fertility of any changes that may affect the provision of care
 - e. Respect the human rights of the service provider (e.g. freedom from abuse, racism, etc.)
 - f. Use equipment (i.e. needles) in a safe and proper manner which is necessary for staff/patient safety

Implementation:

ONE Fertility's Implementation of Patient Responsibilities:

1. 1) Ensure that patients understand their responsibilities
 - a. Patients are informed of their responsibilities within the new patient package (Patient Rights & Responsibilities handout). The full policy is on our website. Alternately a written copy can be provided on request.

- 2) In situations where patients do not carry out their responsibilities, ONE Fertility will;
 - a. Communicate patient responsibilities to patient.
 - b. Eliminate or minimize factors that contribute to inappropriate behavior
 - c. Teach positive or desirable behavior
 - d. Document the situation in patient's record detailing actions taken.