

What you can expect from us

- You should always be treated with safety, dignity and respect.
- You are entitled to quality medical care.
- You have the right to access the services of your team. The team includes doctors, nurses, social workers, dietitians, pharmacists, physiotherapists and occupational therapists.
- You have the right to spiritual care. Your team can help facilitate this.
- You have the right to visitors any time. We may limit visitors for the general well-being of the unit.
- We will work with you to create a plan of care while you are in the hos-pital and a care plan to meet your needs after you are discharged.
- You also have the right to ask questions about your treatment. We encourage you to ask questions.

- We will respect your personal privacy and keep your information confidential.
- If needed, we will bring in our addictions team to help with your withdrawal symptoms and with pain.

If you feel unsafe, would like more support or have any questions or concerns, please talk to us. You can ask to speak to the nurse in charge or a manager at any time and we will listen to you.

This material has been reviewed and approved by patients, families and staff.



The information in this document is intended solely for the person to whom it was given by the health care team



www.providencehealthcare.org



How you want to be treated.

Safety Dignity Respect

Rules, rights and responsibilities at St. Paul's Hospital

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Rules, rights and responsibilities

St Paul's Hospital is a place of healing.

We need to make sure it is a safe place for you, your family, other patients, and our staff.

Managing your substance use in hospital

- Please tell your nurse if you have pain or withdrawal. We can help you.
- We discourage using alcohol and street drugs while you are here.
- If you use illicit drugs or alcohol in a way that is not safe for other patients or staff we will take them away. We may discharge you.
- If we find visitors with alcohol or street drugs we will ask them to leave.
- Smoking on hospital property is not allowed because of city bylaws. We can give you nicotine replacement therapy to help with cravings. Please tell your nurse.

Privacy, respect and belongings

- Please respect the privacy of other people on the unit or in your room. Remember that any noise you make can affect the people around you.
- Bring only the belongings you need to have with you. Help us keep everyone safe by keeping your room and bed area tidy.
- Family members may stay with you. For everyone's safety, only you may sleep in your bed. Only you can bring belongings to the room.
- We can give you a lock to help keep your belongings safe. However, if anything is lost or stolen, we are not responsible. We will not keep your belongings after you leave. You must take them with you.

We may ask you to leave if you:

- swear, make threats, or act abusively to anyone – other patients, staff or visitors.
- harass (sexually or otherwise), act violently, or threaten violence against anyone.
- carry a weapon or anything dangerous, including unsafe drug equipment or flammable materials.
- use drugs or alcohol that we have not prescribed you, in public areas.
- refuse our care so that we cannot treat the condition you have been admitted with,
 - or leave the unit for long periods without informing your nurse. (If you leave the hospital without telling us and do not come back within 6 hours, we will discharge you.)
- steal hospital, private or patient belongings. We may call Security and the police.
- do anything criminal. We may call the police.