

What you can expect from service providers within the health region:

- To be treated with respect and dignity.
- To know who is part of your health care team.
- To receive the best and safest care possible.
- To participate in your care and treatment.
- Assistance in reviewing your health record with a health care professional or obtaining copies, if requested (except in circumstances limited by law).
- As much privacy in your care environment as we can provide.
- To have your health information shared only with those providing your care of others, after obtaining your consent.

What the health region expects from you:

- To treat staff and other patients with respect and consideration.
- To take an active role in your treatment plan by:
 - ◆ Providing caregivers accurate relevant information about your current health condition;
 - ◆ Asking questions if you do not understand;
 - ◆ Following the treatment plan as agreed upon with your physician and health care team.

The Mamawetan Churchill River Health Region strives to provide the highest quality of care and safety. Your feedback assists us in reviewing and improving our services to the patients, clients and residents we serve.

If you have concerns, questions or compliments, you should:

- Talk to those directly involved in your care, such as your doctor, nurse or other health care professional.
- Talk to the supervisor or manager if you are not comfortable talking to those directly involved.
- Contact the Quality of Care Coordinator if you are not satisfied.



All conversations with the Quality of Care Coordinator are private and confidential unless you give your permission to speak or act on your behalf.

The quality of your care will not be negatively affected if you raise a concern.