



## 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).
- To have your health information shared only with those providing your care or 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.**

## How the Quality of Care Coordinator can help you:

The Quality of Care Coordinator is available to respond to your concerns if you are unable to find answers to your questions.

If you have questions or concerns about the care or service you or a family member received, you should:

- Speak first with the staff and physicians involved with your care.
- Speak with the unit manager if you still have unanswered questions.
- Speak with the Quality of Care Coordinator if you require further assistance.

The Quality of Care Coordinator can also help you connect you with the people or information you need in different service areas.

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