

# Ontario Patients Bill of Rights 2015<sup>1</sup>

## Preamble

- *Whereas the Canada Health Act is based on the principles of universality, comprehensiveness, accessibility, portability and public administration;*
- *Whereas Ontarians contribute to the healthcare system, both as taxpayers, as administrators and as members of publicly funded institutions;*
- *Whereas according to the Excellent Care for All Act, Ontarians are clients of a healthcare system that aspires to be patient-centered;*

Therefore, the province of Ontario guarantees the following Rights for every resident of Ontario requiring healthcare services:

<b>A Bill for All</b>	1. Everyone is guaranteed the rights outlined in this Bill, to be informed of these rights and to exercise them.
<b>Access to Healthcare Free of Discrimination</b>	2. Everyone has the right to healthcare and treatment free of discrimination.
<b>Healthcare Provided Based on Individual Needs</b>	3. Everyone has the right to healthcare which recognizes and responds to individual needs and preferences, including but not limited to those based on ethnic, spiritual, religious, linguistic, gender, familial and cultural factors.
<b>Diagnosis</b>	4. Everyone has the right to comprehensive and timely diagnosis and treatment.
<b>Patients' and Care Partners' Understanding</b>	5. Every patient and care partner has the right to understand their diagnosis, their treatment options and their medications proposed by healthcare providers. Everyone has the right to ask questions and receive information in a language that is understood by them.
<b>Coordinated Services</b>	6. Everyone has the right to a competent coordinator who will navigate the patient through the healthcare system and whose services will respond to the patient's changing needs at all stages, from initial contact with a healthcare provider resulting from a medical incident and throughout recovery.
<b>Access to Health Records</b>	7. Everyone has the right to access their personal healthcare information.
<b>Privacy</b>	8. Everyone has the right to privacy and confidentiality of personal healthcare information.
<b>Active Offer of Services</b>	9. Patient-centered healthcare should be based on an Active Offer of services based on the rights and principles outlined in this Bill.
<b>Systemic Review</b>	10. Patient-centred healthcare should be regularly reviewed by the Ontario Patient Ombudsman who is accountable to an elected body in order to examine systemic discrimination and system-wide issues.
<b>Enforcement</b>	11. Anyone who believes a patient's rights have been denied, as guaranteed by this present Bill, may make application to judicial bodies and/or the Ontario Patient Ombudsman.
<b>Powers of the Ombudsman</b>	12. The Ontario Patient Ombudsman may seek a remedy to a breach of this Bill and may appear as an intervenor in court. The Ombudsman will have the authority under this present Bill to investigate, review and make recommendations regarding the findings of a complaint.

<sup>1</sup> The proposed Patient Bill of Rights is the work of the Patient and Family Advisory Council, a group of volunteers (patients and care partners). This work was initiated as part of the Vascular Health Strategy, but represents the work of the patients and family members, supported by the Heart and Stroke Foundation, not the organizations that initiated the Vascular Health Strategy.