

Patient Bill of Rights & Responsibilities

Patient Bill of Rights

As a patient of Island Health Services and Family Practice Group, we encourage you to play an active part in your care. As such, you have the right to:

RESPECTFUL AND NON-DISCRIMINATORY CARE

Be treated with dignity, courtesy, respect and confidentiality at all times, irrespective of ethnic origin, religious belief, gender or sexual orientation, personal attributes or the nature of your health problem.

PARTICIPATE IN TREATMENT DECISIONS

Be fully informed about all treatment options, including the risks and benefits of each. Collaborate with your treatment team to make informed decisions, aligned to the relevant legislation.

CONFIDENTIALITY

Have all information about your care including your medical records kept confidentially. Your medical records can only be released in accordance with the law including the Personal Information Protection Act 2016 (PIPA).

INFORMED CONSENT

Be informed about the services we provide, how to access them and to be given information to help you to stay healthy. This means your care team explains the risks and benefits of each treatment option and ensures you understand the care, treatment, and support choices; involves you in making the decision; and gives opportunity to hear your views.

PROVIDE FEEDBACK

To give us feedback about how we are doing including letting us know if you are happy or unhappy with any aspect of the practice. You can speak to any member of the team, or put a compliment or complaint in writing to feedback@ihs.bm.

Patient Responsibilities

As a patient of Island Health Services and Family Practice Group, we encourage you to play an active part in your care. Doing so, means you have the responsibility to:

TREAT PATIENTS, STAFF AND PHYSICIANS WITH RESPECT

Treat other patients, staff and physicians with dignity, courtesy, and respect, at all times. Our policies stipulate zero tolerance for violence, bullying and harassment and if this occurs, we have the right to discontinue providing care to a patient in accordance with the Standards of Practice for Medical Practitioners published by the Bermuda Medical Council.

BE ON TIME FOR APPOINTMENTS

Be on time for your appointment and to let us know as soon as possible if you cannot keep your appointment; we will do our best to reschedule with the physician of your choice, based on your request.

KEEP YOUR PERSONAL INFORMATION UP TO DATE

Advise the office where you receive treatment, if you move your home address; change your name; change your contact details or your insurance details; or if your personal circumstances change in any way that might affect your health.

ACTIVELY PARTICIPATE IN YOUR HEALTH

Ask questions when you do not understand what your doctor or other member of your care team tell you about your diagnosis or treatment, and work with them on your care plan

REQUEST AN EMERGENCY APPOINTMENT ONLY WHEN NEEDED

Use emergency appointments only for emergencies and not for routine care.

TAKE MEDICATIONS AS PRESCRIBED

Ensure that medications are only used by the person for whom they were prescribed and that they are stored safely in their original containers and out of reach of children.