

# Continuing Care

## Important Information for You

### **We value your feedback.**

To ask questions about your care, or share concerns or compliments, talk with a member of your Continuing Care team, or contact the Nova Scotia Health Patient/Family Feedback team:

- [www.nshealth.ca/contact-us/patient-feedback](http://www.nshealth.ca/contact-us/patient-feedback)
- Phone (toll-free): 1-844-884-4177

# Continuing Care: Important Information for You

- As part of your care, you may receive supports and services offered by Nova Scotia Health Continuing Care or by contracted service providers.
- Having the information you need to make informed decisions while you are receiving Continuing Care services is important. You have the right to be treated with dignity and respect by the members of your health care team. We are committed to providing quality care.
- You are an important member of your health care team. We encourage you and your health care team to talk openly about your care.
- If you have any questions, talk with a member of your Continuing Care team or the Nova Scotia Health Patient Relations team.

**What are your questions?  
Please ask. We are here to help you.**

## **Quality care**

### **At Nova Scotia Health, you have the right to:**

- › the best and safest care possible from all members of the Continuing Care team.
- › the right support and services for you.

### **As an active member of your health care team, we ask you to:**

- › give correct and relevant information to all members of your health care team.
- › be an active, involved, and informed member of your health care team.
- › take part in making and carrying out your plan of care.
- › have a back-up plan in case services are not available (for example, in case of a storm or an emergency).

# **Dignity and respect**

## **At Nova Scotia Health, you will:**

- › be treated in a way that respects your diagnosis, culture, ethnicity, family, gender, sexual orientation, religion, and other important parts of who you are.
- › receive safe and respectful care from all members of your health care team.

## **As an active member of your health care team, we ask you to:**

- › treat all care providers and staff with dignity, respect, and consideration.

## **Your plan of care**

Your plan of care may include supports and services offered by Nova Scotia Health Continuing Care or by contracted service providers.

### **At Nova Scotia Health, you can:**

- › ask questions and be given information in a way that you can understand.
  - › be asked to share what you think and notice about your experience, and what is most important to you.
  - › express your concerns without fear that it will affect the care you receive.
  - › review or receive copies of your health record, except in certain situations. Fees may apply to request or view your health record.
- For more information, ask your health care team or contact the Privacy Office:
    - › Email: [Privacy@nshealth.ca](mailto:Privacy@nshealth.ca)
    - › Phone (toll-free): 1-833-213-1634

### **As an active member of your health care team, we ask you to:**

- › ask questions until you have all the information you need to make informed care decisions.

## **Service decisions**

### **At Nova Scotia Health, you can:**

- › know and understand the risks, benefits, and options of any decisions made about your care.
- › consent to or refuse any part of your care at any time.
- › request a review of a service decision (a decision made about your care). Please ask your health care team for more information about this process.
- › decline to take part in a research study, if offered. Your decision will not affect the care you receive.

### **As an active member of your health care team, we ask you to:**

- › talk with your health care team about any changes or concerns that may affect your plan of care. Asking questions and talking about your concerns will not affect the care you receive.

### **For community-based services (like home care), we ask you to:**

- › be available for service at the scheduled time.
- › tell your service provider at least 24 hours (1 day) before a scheduled visit if you need to cancel or reschedule the visit.

# Your privacy

## **Nova Scotia Health will:**

- › keep your health information confidential and private.
- › give you as much privacy as possible when planning and providing your care.
- › only share health information related to your care that you agree is OK to share with others.

## **As an active member of your health care team, we ask you to:**

- › tell a member of your health care team if you have concerns about the privacy or sharing of your health information.
- › tell a member of your health care team if you want to change who your health information is shared with.

## **For community-based services (like home care), we ask you to:**

- › put any documents that your health care team leaves in your home in a safe place to help keep them private and confidential.

If you have questions or concerns about privacy and confidentiality at Nova Scotia Health, ask your health care team, or contact our Privacy team:

- › Phone: 1-833-213-1634
- › Email: [Privacy@nshealth.ca](mailto:Privacy@nshealth.ca)

## **Safety**

### **Nova Scotia Health is committed to:**

- › providing you with the safest care possible.
- › making sure you know and understand the risks, benefits, and options of any medicine, treatment, or decision about your care.

### **For community-based services (like home care):**

- › You must make sure your home is safe for your health care team to work in. If it is not safe, we will work with you to help make it safe. If your home is not safe enough for our team, we will try to help you find other ways to get the care you need.



**As an active member of your health care team, we ask you to keep your home safe for health care workers:**

- › No one can smoke in the home at least 60 minutes (1 hour) before or during visits.
- › No one in the home can be under the influence of illegal substances, non-medical cannabis, or alcohol during a visit.
- › Keep pets away from the area where you will be receiving care during visits.
- › Clear snow and ice from your home's entrance and make sure it is well lit.
- › Store any firearms or weapons in a locked cabinet or a secured area.
- › Use care equipment safely and correctly.

## **Fees for service**

**At Nova Scotia Health, you have the right to:**

- › an explanation of any fees for service that you must pay.

**For community-based services**

**(like home care), you have the right to:**

- › be told in advance if a service provider needs to cancel a scheduled visit.
- › reschedule visits that have been cancelled by a service provider to a time that is good for both of you.

**As an active member of your health care team, we ask you to:**

- › pay any required fees for services you receive.

**For home support services:**

- You may be charged a fee if you cancel a visit from a service provider less than 24 hours (1 day) in advance.
- If you cancel visits repeatedly, we will review your need for service.



This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find this pamphlet and all our patient resources here:  
<https://library.nshealth.ca/Patients-Guides>

Connect with a registered nurse in Nova Scotia any time:  
Call 811 or visit: <https://811.novascotia.ca>

*Prepared by:* Continuing Care  
*Designed by:* Nova Scotia Health Library Services

WX85-2120 © October 2023 Nova Scotia Health Authority  
The information in this pamphlet is to be updated every 3 years or as needed.