

Charter of Commitment of Bon Secours

Our commitment to you:

- Access to care in a safe & secure environment free from any type of discrimination on the basis of age, race, gender, marital status, religious belief, sexual orientation, disability or family status.
- Considerate and respectful care that will enhance your comfort.
- Protection of privacy and confidentiality of information related to medical care.
- Clear and concise explanation of your condition, proposed treatments or procedures, the benefits and any potential risks of proposed treatments, expected recuperation and the likelihood of success of treatments or procedures.
- Willingness to let you and your family take the lead in decision making regarding your care and treatment.
- Chaplaincy Services are made available to all.
- Attentive courteous responses to any concerns you or your family may have.
- Diagnostic tests not available at the hospital will be conducted at other sites. You will be informed by the nursing staff if this need arises.
- In the event of you developing a serious complication, transfer to an approved tertiary hospital will be arranged.

We request the following from you:

- Attend the hospital at your appointment time and bring any relevant information given to you by your Consultant or General Practitioner.
- If you are unable to attend for your appointment, notify the hospital as early as possible.
- In order to determine appropriate care, you will be asked to provide information to our healthcare staff. Please answer as fully and honestly as possible.
- Inform the Consultant/Resident Medical Officer/Nurses of any treatment you are receiving or any medication you are already taking.
- Obtain permission from the nursing staff on your ward before leaving the ward.
- Treat staff, fellow patients, carers and visitors politely and with respect. Violence, racial, sexual or verbal harassment is not accepted.
- Complete insurance reimbursement forms (if applicable).
- Settle any hospital account due before departure.
- Observe the hospital 'No Smoking Policy'.
- Help us maintain high standards of safety, hygiene & tidiness in the hospital & grounds.