

Patient and Family Rights (PFR) (errata)		
Standard	Standard Text	Title /Policy Number
PFR.1	The hospital is responsible for providing processes that support patients' and families' rights during care.	CE/PS/CC/003-Patient & Family rights
PFR.2	The hospital supports patients' and families' rights to participate in the care process.	CE/PS/CC/003-Patient & Family rights
PFR.2.2	The hospital informs patients and families about their rights and responsibilities to refuse or discontinue treatment, withhold resuscitative services, and forgo or withdraw life-sustaining treatments.	NS/GEN/053-Do not resuscitate/End of life NS/GEN/042-Emotional Support Religious or Spiritual care NS/GEN/012-Discharge against medical advise (AOR Discharge)
PFR.3	The hospital informs patients and families about its process to receive and to act on complaints, conflicts, and differences of opinion about patient care and the patient's right to participate in these processes.	CE/PS/CC/003-Patient & Family rights CE/PS/CC/002-Patient Grievance
PFR.5.1	Patient informed consent is obtained through a process defined by the hospital and carried out by trained staff in a manner and language the patient can understand.	MD/MA/012 (Medical Affairs) - Patient Consent for procedure Surgery & Anaesthesia.
PFR.5.2	Informed consent is obtained before surgery, anesthesia, procedural sedation, use of blood and blood products, and other high-risk treatments and procedures.	MD/MA/012 (Medical Affairs) - Patient Consent for procedure Surgery & Anaesthesia
PFR.6.1	The hospital provides oversight for the process of organ and tissue procurement.	NS/GEN/025 -ORGAN DONATION