

Introduction to Ethics

Ethics in health care is about stopping to consider the available options and to help you make the best choice for you and your loved ones.

Ethics at Hamilton Health Sciences (HHS) involves:

- treating people fairly
- removing barriers to accessing health services
- respecting patients' privacy
- communicating effectively, and
- making sure the hospital is a safe place for all

At HHS, we have a number of people and resources to support you and your family to help make your stay at HHS a positive experience. When you have a question or concern, the first step is to speak with your health care team. However, if you still feel you need further help, there are services you may access.

If you find yourself in one or more of the situations described in this handout, we have resources to help you work through it:

- Ethics Consultation Service
- Office of Patient Experience
- Privacy and Freedom of Information Office
- Research Ethics Board Office

You can learn more about ethics at Hamilton Health Sciences at:
hamiltonhealthsciences.ca/ethics



Research Ethics Board

Health care research may involve not just hospitalized patients, but also people seen in outpatient clinics and programs, their families and caregivers, as well as university students, children, hospital volunteers, and people in the general community. Research on humans cannot take place without it being reviewed and considered safe by a group of people who are trained and experienced to do so.

Common situations where the research ethics board can help include:

- you feel the study you are participating in, is unsafe
- you would like to withdraw from a study you are participating in
- you have questions or concerns regarding a study you are participating in but are afraid to ask the research team
- you don't understand the study you are participating in and are having difficulty finding the answers

Contact

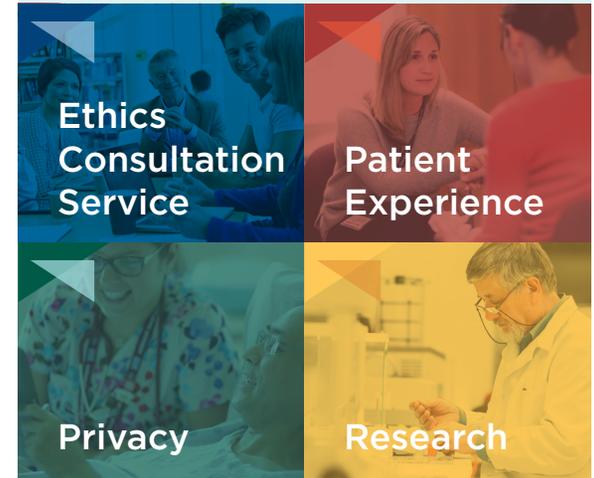
PHONE 905-521-2100 ext. 42013
if you have questions about patient rights as a research participant

WEBSITE HIREB@hhsc.ca

The Hamilton Integrated Research Ethics Board (HiREB) is a jointly constituted board of St. Joseph's Healthcare Hamilton, Hamilton Health Sciences and McMaster University's Faculty of Health Sciences.

Resources at Hamilton Health Sciences to Address Ethical Issues

Guiding Patients and Families through tough decisions and concerns





Ethics Consultation Service

Ethics Consultation is a service to help resolve conflicts about patient care and to support care planning. This service is available to patients, families and health professionals.

Common situations where Ethics Consultants can help include:

- › you have a disagreement with your health care team regarding your goals of care
- › you are uncertain how to make the best decisions for yourself
- › you think the treatment you are receiving is not warranted
- › you are asked to make medical decisions on behalf of another person and are unsure how to fulfill this role
- › you feel you are facing an ethical dilemma or conflict with your health care team but are uncertain whom to contact

Contact

PHONE 905-521-2100 ext. 76443
and ask to page the Ethics Consultant on call

EMAIL officeofethics@hhsc.ca



Office of Patient Experience

The Patient Experience Team provides leadership and support to promote an excellent patient/family experience. Our office works with patients and families who may have compliments, questions or concerns about the care or service received in hospital.

Common situations where Patient Experience can help include:

- › you want to share a compliment about your experience
- › you want to voice a concern about your care or service
- › you have suggestions or ideas to improve your health care experience
- › you would like to share feedback on ways to improve overall hospital processes
- › you would like to provide advice on addressing patient safety issues
- › you need help getting connected with the right person or service

Contact

PHONE 905-521-2100 ext. 75240

EMAIL patientexperience@hhsc.ca

MAIL Hamilton Health Sciences
Attention: Patient Experience
100 King Street West
P.O. Box 2000, L8N 3Z5



Privacy and Freedom of Information Office

The Privacy and Freedom of Information Office oversees the responsibility to protect the privacy of patient's personal health information and is available to answer any questions you might have.

Common situations where the Office of Privacy and Freedom of Information can help include:

- › you would like to request access or correct your personal health information
- › you would like to restrict access to your personal health information
- › you suspect someone has accessed your personal health information inappropriately
- › you would like to know if you can access information about HHS' business or other records

Contact

PHONE 905-521-2100

ext. 75122 - Privacy Office

ext. 75126 - Freedom of Information Office

EMAIL privacy@hhsc.ca

FOI@hhsc.ca

Note: Please do not email personal health information to or from external email addresses.