

CLIENT RIGHTS AND RESPONSIBILITIES:

As a Client you have the right:

1. To be treated with courtesy and respect;
2. To be assured that your personal information will be kept private and confidential;
3. To be told who is responsible for your care;
4. To be informed of your health status and services available to meet your care needs;
5. To accept or decline treatment, including medication, and to be made aware of the pros and cons of doing so;
6. To have the opportunity to make any decision, and get a second opinion, concerning any aspect of your care;
7. To be assured of privacy during your appointments;
8. To decline to see a student healthcare professional whether under the supervision of a healthcare professional or not;
9. To look over your health record while with a service provider;
10. To choose a person to receive information regarding your health and service plan and, if necessary, to make decisions on your behalf, in accordance with the law;
11. To ask for changes to your care and to be made aware of how to make a complaint or give feedback;
12. To receive care in a safe and clean environment.

As a Client you have the responsibility:

1. To give relevant health information to staff, to assist them in providing appropriate care;
2. To respect the time of staff and other clients and call the Centre with at least 24 hours notice when unable to keep an appointment;
3. To follow your health care provider's recommended treatment plan as best you can, and to inform your provider if unable for any reason;
4. To accept responsibility for the decisions you make about your care;
5. To recognize that staff do not provide any service or treatment that they consider to be medically or ethically inappropriate;
6. To recognize that the needs of other clients may sometimes be more urgent than your own;
7. To follow the Centre's philosophy by being respectful and courteous to staff, students, volunteers and other clients;
8. To respect the Centre's property, and to remember that we are a smoke-free and scent-free office.
9. To help us prevent the spread of infection by wearing a mask and disinfecting hands, if you are feeling unwell.
10. To inform staff if you believe that the services received were not appropriate;