

CLIENT RIGHTS AND RESPONSIBILITIES

Policy Statement

Woolwich Community Health Centre supports the rights of the client to independent expression, choice and action, and strives to ensure that each individual is given respect, dignity, consideration, privacy and opportunities to participate. These rights include:

- Access to care and treatment within the limits of resources available
- Receiving information concerning their diagnosis, treatment options and prognosis
- Participation in their own care planning
- Choice in available resources
- Confidentiality of records, except where required by law [see policies 8.3 Collection, Use and Disclosure of Personal Information and Personal Health Information and 8.5 Confidentiality of Records]
- The right to refuse treatment [see policy 8.7.8 Refusal of Health Care and Withdrawal of Consent]

WCHC clients have the following responsibilities in accessing health centre services:

- Respectful treatment of health centre staff, volunteers and other clients/program participants
- Active participation in their own self-care
- Prompt arrival for appointments
- Timely notification of appointment cancellations
- Respectful and prudent use of health centre resources
- Immediate notification of address and contact information changes.
- Notification of diagnosed communicable disease, if participating in group program (e.g., if parent takes part in group program where childcare or children's program is provided, and child becomes ill with chicken pox shortly after attending program, parent is expected to notify WCHC staff in charge of that program.

Procedures

WCHC will implement this policy through various means, including but not limited to the following:

- Information will be available to each client and potential user regarding the:
 - Activities/services available at each of WCHC's sites
 - Office hours for each of WCHC's sites
 - Provision of after-hours on-call services and emergency care
 - WCHC vision, mission and values
 - Statement of clients rights and responsibilities
- Information regarding activities and services will be displayed at strategic places in the centre sites to assist clients and the public in being aware.
- A statement of client rights and responsibilities will be publicly displayed at each of WCHC's sites.
- All new staff, upon hiring, will be oriented to the policy addressing client rights and responsibilities.
- Staff will participate in the periodic review of policy addressing client rights and responsibilities..
- When required, children/minors/parents are to be informed that the health professionals are bound by the legal limitations on confidentiality addressed in the Child and Family Services Act, the Young Offenders Act, and other applicable legislation.