SOUTH-EAST OTTAWA COMMUNITY HEALTH CENTRE
EVERY ONE MATTERS

CENTRE DE SANTÉ COMMUNAUTAIRE DU SUD-EST D'OTTAWA
CHAQUE PERSONNE COMPTE

CLIENT RIGHTS AND RESPONSIBILITIES

AS A CLIENT, YOU HAVE THE RIGHT

- To be treated with courtesy and respect and in a way that fully recognises your dignity and individuality;
- To be told who is responsible for and who is directing your care;
- To confidentiality regarding services delivered and privacy for your personal information;
- To be informed about your health status and services proposed to meet your care needs;
- To accept or refuse treatment, including medication, and to be informed of the consequences of accepting or refusing treatment;
- To have the opportunity to participate fully in making any decision, and obtaining a second opinion, concerning any aspect of your care;
- To designate a person to receive information regarding your health status and service plan and, if necessary, to make decisions on your behalf, in accordance with the law;
- To raise concerns or to recommend changes, without fear of retaliation, and to be informed of the procedure for initiating complaints;
- To receive care in a safe and clean environment.

AS A CLIENT, YOU HAVE THE RESPONSIBILITY

- To provide relevant information to your service provider team to assist them to provide appropriate care;
- To follow the care plan developed in consultation with you, to the best of your ability;
- To be courteous and respectful of other clients, volunteers and members of staff;
- To contact the Centre when you are unable to keep an appointment.
- To recognise that the needs of other clients may sometimes be more urgent than your own;
- To recognise that your service provider need not provide any service or treatment that they consider to be medically or ethically inappropriate;
- To respect Centre property and comply with Centre regulations and policies;
- To pay all expenses for health care which are not covered by health insurance plans, unless otherwise negotiated.