

## **Client Rights and Responsibilities**

1. Brock CHC is committed to ensuring that client rights are respected and understood.
2. Brock CHC will ensure that clients are informed about their rights and responsibilities.
3. Every client has the right to:
  - be treated with courtesy, dignity and respect;
  - privacy and confidentiality;
  - prompt and appropriate care and treatment by professional staff;
  - be informed about all aspects of care and treatment;
  - be treated equally and fairly, without prejudice and without regard for his/her faith, cultural background, language or personal identity or sexual preferences;
  - appropriate and timely responses to requests for services and/or information;
  - education and health promotion information related to their health condition;
  - review his/her health record, if requested, unless access is restricted by law;
  - assistance and/or counsel and/or advice, within the limits of Brock resources and expertise, related to his/her socioeconomic status, individuality, family, ethnocultural circumstances, or other health related matter;
  - know the identity and professional status of clinical, professional and support staff who provide care and treatment;
  - express concerns regarding care or treatment;
  - complain informally or formally in accordance with the Brock CHC complaint protocol;
  - a prompt, reasonable and courteous response to any concern or complaint;
  - a second medical opinion when requested;
  - a safe and secure environment.
4. Every client has the responsibility to:
  - treat others with courtesy, dignity and respect;
  - respect the privacy of others;
  - be considerate of and respectful of the rights of other clients , staff and volunteers;
  - not exploit or take advantage of other clients;

- seek clarification about information regarding care and treatment when necessary;
- give consent freely, as appropriate, to assist with treatment decisions and options;
- participate actively in information gathering, goal setting and other aspects of treatment planning;
- take full advantage of Brock CHC's activities, services and programs;
- read material provided related to diagnosis, care and treatment;
- state opinions and make preferences clear;
- bring concerns or complaints forward to a Brock CHC employee in a timely manner;
- fully disclose information, as appropriate, so that concerns or complaints can be thoroughly investigated and responded to;
- to provide a reasonable explanation as to why a second medical opinion is being requested;
- keep oneself and others safe;
- look after his/her possessions and not steal or damage Brock CHC or the property of others;
- abide by the rules established by Brock CHC to maintain a safe and secure environment;
- attend scheduled appointments with health practitioners and/or specialists; if unable to attend, to call the program at least 24 hours in advance.