



Patient Rights and Responsibilities

	Patient Rights	Patient Responsibilities
<i>Safety and Respect</i>	<p>Be treated in a considerate and respectful manner.</p> <p>Receive care that respects your values and beliefs.</p>	<p>Treat all Family Health Team staff, physicians, volunteers, medical trainees and other patients and visitors with consideration and respect.</p> <p>Arrive at appointments promptly and be prepared to show your Health Card at every visit.</p> <p>Notify us at least 24 hours in advance of any change to your appointment.</p>
<i>Active Participation in Your Care and Treatment</i>	<p>Be provided with up-to-date information about your health in terms you can understand in order to participate in decisions about your care.</p> <p>Have a voice in collaborating around your healthcare plans and treatment.</p>	<p>Take an active role in your own care by:</p> <ol style="list-style-type: none"> 1. being open and honest about your health history and health care needs; 2. actively using the information provided by your healthcare provider; 3. paying attention to taking any prescription medications as directed and when you may be due for an appointment and/or medication refill.
<i>Privacy</i>	<p>Make choices about how your health information is collected, used and disclosed by us.</p> <p>Expect that your health information will be collected, used and disclosed only by us according to Ontario's Privacy Laws – PHIPA.</p>	<p>Assist your health care provider in compiling a complete medical record; authorize us to obtain any necessary medical information from other sources as required.</p>
<i>Sharing Feedback</i>	<p>Provide feedback and/or express concerns about your care at any time to your primary care provider.</p> <p>Patients can also contact the Office manager or the Executive Director by telephone or in person.</p>	<p>Ensure that you have updated the office with your address and phone number in the event that we need to contact you urgently.</p> <p>Inform us of any changes in your health status that could affect your treatment.</p>

By taking an active role in your health care, you can help us meet your needs as a patient. We ask that you and your family share with us these responsibilities so we can meet our shared goals.