

Subject: Client Rights & Responsibilities	Date Approved: April 1, 2021
Approved by: Executive Director	Date Revised:
Specific to: All Staff and Volunteers	Next Review Date: September 2024

All clients of the Family Health Team (in collaboration with the Mission, Vision and Values) shall have the following rights and responsibilities.

**Rights:**

- To be informed of his/her medical condition, treatment and proposed course of care including the right to participate in decisions affecting their care and discharge planning,
- To refuse care or treatment without impunity based on informed choices,
- To have qualified, competent healthcare providers within the Family Health Team,
- To confidentiality,
- To respect, fairness and dignity regardless of gender, race, age, sexual orientation, religion, cultural, financial and/or social background,
- To a clean, safe environment,
- To treatment with current, functional equipment,
- To access primary care,
- To express his/her thoughts and opinions without fear of retribution,
- To have spiritual and/or ethical needs met in a timely manner,
- To privacy,
- To information contained within their medical record including having the information interpreted by a knowledgeable and qualified medical person or delegate.

**Responsibilities:**

- To be aware and abide by the rules, regulations and policies of the FHT as they pertain to his/her care and treatment,
- To conduct oneself in a manner consistent with maintaining the safety of oneself, other clients, staff and affiliated agencies,
- To cooperate as much as possible with members of the health care team in addressing his/her treatment program based on informed consent,
- To provide accurate information to the health care team,
- To endeavour to follow up with health planning issues (such as medical appointments, taking appropriate medications, et cetera) concerning his/her care, and
- To be considerate of other clients and health care team members.