



Name of Manual:	Clinical Policies and Procedures Manual	Policy #	5.6
Policy Title:	CLIENT RIGHTS AND RESPONSIBILITIES	Original Date:	July 9, 2015
Prepared by:	Office Administrator	Reviewed Date:	November 2015
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South East Grey 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:

- To be treated with dignity and respect without discrimination
- Access to care and treatment within the limits of resources available
- Access to a safe and secure service environment
- Receiving information concerning their diagnosis, treatment options including rationale, risks and benefits and prognosis
- Encouragement to actively participate in the planning of their care
- Choice in available resources
- Privacy and confidentiality of records, except where required by law
- The right to refuse treatment
- To make a complaint or compliment

Health Centre clients have the following responsibilities in accessing health centre services:

- Respectful treatment of health centre staff, volunteers and other clients/program participants, verbal abuse of staff is not tolerated.
- 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 a diagnosed communicable disease, if participating in group program

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