

WFHT Patient Rights and Responsibilities

You Have the Right to:

- Be treated with consideration, courtesy and respect in a way that recognizes your individuality and cultural background;
- Privacy and confidentiality of your personal health information;
- Reasonable accommodation in accordance with the law.
- Access your health information as directed by legislation;
- An explanation of your health, treatment and tests including benefits, risks and alternative options;
- Actively participate in decisions about your care;
- Refuse treatment and understand the consequences of refusing treatment;
- Express your concerns through the patient survey, comment cards or by speaking directly to a family health team member.

You Have the Responsibility to:

- Be considerate and respectful of all members of the Windsor Family Health Team and other patients;
- Recognize that appointments are time limited and you may need to schedule a second appointment in order to have all health concerns addressed.
- Tell us about any changes to your health card and contact information;
- Give us accurate information about your health, including prescription, non-prescription and recreational substance use;
- Be reliable in coming to your appointments and call to tell us if you need to cancel or reschedule;
- Request permission BEFORE using any type of recording device during your appointment;
- Understand the Windsor Family Health Team has zero tolerance for the use of profanity, aggressive, violent and disrespectful behaviour toward staff and other patients.