

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 WFHT member.

You Have the Responsibility to:

- ▶ **Be considerate and respectful of any person on site at the Windsor Family Health Team. The WFHT has zero tolerance for the use of profanity, aggressive, violent and disrespectful behaviour toward any staff and other patients. Violation of this responsibility will result in the termination of your care with the WFHT.**
- ▶ Give us accurate information about your health, including prescription, non-prescription and recreational substance use.
- ▶ Be responsible for the management of your own medication refills by allowing the WFHT five (5) business days to process requests.
- ▶ Be reliable in attending appointments and give adequate notice to cancel or reschedule.
- ▶ 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.
- ▶ Request permission **BEFORE** using any type of recording device during your appointment.