

## Please Read This First

Thank you for considering the Grand River CHC for your health & wellness needs. The following will answer many of the common questions we receive about intake and our Centre.

### **GRAND RIVER COMMUNITY HEALTH CENTRE**

We believe everyone matters. We provide primary health care (medical) services, nutrition services, social work and counselling, health & wellness programs, specialized programs such as Caring for My COPD and Memory Clinics, outreach programs such as Migrant Farm Worker programs, and we participate in a variety of community partnerships and initiatives.

### **CLIENT INTAKE PROCESS**

To ensure we are the right fit for you, please carefully read this sheet, including the rights & responsibilities on the reverse, before submitting an intake application.

#### **Step 1: Fill in an intake application form**

Intake application forms are available on our website and at the front desk. If you need help filling in the form, please contact our client services coordinator at 519.754.0777 ext 269. It is important that you complete the form in as much detail as possible.

#### **Step 2: Submit the application form**

Your completed form can be dropped off with our front reception staff. Please do not send your completed form to us by email, to protect the privacy of your information.

#### **Step 3: Initial intake/orientation meeting**

Our client services coordinator will contact you to arrange for an initial intake/orientation meeting. Please be patient as this can take up to three months, depending on the number of applications. At the intake meeting, the client services coordinator will review your application with you, and provide information on the services and programs offered at the Centre. Please bring a list of the medications you are currently taking and your health card.

After your intake meeting, if the centre is still the right fit for you, you will be notified of your first appointment with your primary care provider. If you already have a health provider at a different centre, please do not leave your provider until discussing it with our client services coordinator to ensure we are able to meet your needs.

#### **Step 4: Your first appointment**

Your first meeting with your provider at the Centre will be a “meet and greet” getting to know you meeting. No prescriptions will be provided during this first visit. Your medications will be reviewed and it is possible they may be changed.

### **PAIN MANAGEMENT AND NARCOTICS**

We do not have the capacity at this time to provide primary health care for individuals requiring narcotics as part of their regular care.

### **CLIENT RIGHTS & RESPONSIBILITIES**

Please read the Client Rights & Responsibilities on the reverse. If you have any questions or concerns about these rights & responsibilities, please contact our client services coordinator.

# Client Rights and Responsibilities

## Client Rights

Staff, students and volunteers work as a team to ensure client needs are met. This is accomplished by respecting the “client rights.”

### A client of GRCHC has the right to:

- Be treated in a considerate and respectful manner, where uniqueness is valued, and consideration is given to the client as a whole person.
- A clean, comfortable, scent free, safe and secure environment
- Receive quality services that comply with health care standards
- Make a formal compliment or complaint about care
- Bring a support person to any appointment
- Have personal health information treated in confidence and used in a way that respects individuals wishes
- Be advised, in non-clinical terms, of information necessary to give informed consent or refusal to the proposed plan of care, including known risks, alternatives, and cost implications, if any
- Consent to treatment or be informed of the consequences of refusal

## Client Responsibilities

Staff, students, and volunteers commit to working in partnership with clients. Clients are in turn expected to uphold certain responsibilities.

### A client of GRCHC is responsible to:

- Keep appointments, or to cancel appointments in a timely fashion (24 hrs. notice)
- Arrive at appointments on time
- Act in a considerate , respectful and non-threatening, non aggressive manner towards staff, other clients, and individuals at the Centre
- Inform the Centre of changes in contact information, as an example your address and phone number and contact information of another person if we are unable to reach you.
- Refrain from being under the influence of alcohol or illegal substances (drugs) when visiting the Centre
- Disclose information necessary for care, including the use of outside health care providers
- Follow mutually agreed upon treatment plans or let the Centre know if no longer following the treatment plan
- Attend to personal hygiene appropriate for assessments and treatments prior to coming to the Centre, including providing information about possible bed bugs.
- Use prescriptions and or medical devices as prescribed