
	Grand River Community Health Centre	Main Folder: General	Number: GEN-001	Policy and Procedure
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Subject: Client Rights and Responsibilities	Date Originally Issued: 04.14 Date Revised: 01.15, 12.19 Date Reviewed:
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Issued by: Leadership Team	Approved by: Executive Director
	 Dec 21/19

Policy

The Grand River Community Health Centre (GRCHC) staff, students and volunteers create opportunities for the people of Brantford and Brant County to lead healthier lives through collaborative, holistic partnership. Clients of GRCHC are partners in their care. As such, there are commitments made by GRCHC to the client, and in return, clients make commitments to GRCHC.

The content for client rights and responsibilities follows. Formatting and wording may change depending on the medium used to convey the message (e.g. signage, client handbook).

Client Rights:

Staff, students and volunteers will work as a team to ensure client needs are met. This will be 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 healthcare 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 individual 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 (24-48 hours 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 health centre of changes in contact information (i.e. address and phone number)
- Refrain from being under the influence of alcohol or illegal use of substances (drugs) when visiting the health centre
- Disclose information necessary for care, including the use of outside healthcare providers
- 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

Procedure

Communication:

These commitments will be communicated to staff, students, volunteers, clients and families in a clear and consistent manner including, but not limited to, the use of pamphlets, signage, and posted on the GRCHC website and social media sites. Primary care clients will be asked to sign a document indicating these rights and responsibilities have been read and understood. This documentation will be added to the client's electronic medical record.

Failure to Comply with Client Rights:

All staff, students and volunteers of GRCHC are expected to comply with the client rights. Failure to do so will result in a conversation with the individual's manager or supervisor, and depending on the severity of the issue, may result in disciplinary action.

Failure to Comply with Client Responsibilities:

Clients are expected to comply with the client responsibilities to the best of their ability. We understand that our clients may have other challenges that affect their ability to do this. If a client is not complying with the client responsibilities, a staff member may remind the client or redirect behavior. The staff member response will depend on the situation, knowledge of the client, and impact of behavior on others. The decision to ask a client to leave GRCHC or to terminate client care must be supported by management and documented in the client chart.