

Title	Patient Rights and Responsibilities	Policy Number:	1.6
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Section 1	Administration	Revision Date:	10 March 2021
Approved By	Board of Directors		

POLICY

The Lakeview Family Health Team (LVFHT) believes that the patients and their families are our partners in the delivery of quality patient care. We wish to promote an environment of open communication, collaboration and respect.

PURPOSE

The Lakeview Family Health Team (LVFHT) deems patients and families to be our partners in the delivery of quality patient care. We are thereby guided by the rights and responsibilities outlined in the applicable provincial and federal legislation.

Patients' Rights and Responsibilities

The **Lakeview Family Health Team** believes that patients and families are our partners in the delivery of quality patient care. We wish to promote an environment of open communication, collaboration and mutual respect. Our team promotes collaborative care built on our values of Accountability, Collaboration, Innovation, Integrity and Respect. Patients and their families and caregivers are partners in the delivery of quality patient care. It is important that you understand your rights and responsibilities, to the extent protected by law.

You have the **RIGHT** to:

- Receive quality care in a timely fashion.
- Be assured of the privacy and confidentiality of your health care information.
- Be treated with courtesy and respect.
- Be informed about your health problems, and understand the risks and benefits of any treatment or decision about your care.
- Be advised in advance of the fees not covered by Ontario Health Insurance Plan (OHIP) that you are responsible for paying.
- Participate in making treatment decisions, including the refusal of care.
- Obtain a copy of your medical records and/ or a second opinion.

You have the **RESPONSIBILITY** to:

- Ask questions and express concerns.
- Actively participate in your care.
- Treat others with courtesy and respect.
- Provide accurate information about your medical history and treatments.
- Maintain healthy habits to the best of your ability.
- Comply with treatment plans as best you can, and communicate any concerns with your provider.
- Provide our office with at least 24 hours' notice if you must cancel an appointment.
- Present a valid health card.
- Understand and be responsible for all expenses not covered by OHIP.