

CLIENT RIGHTS AND RESPONSIBILITIES

You have a right to:

- Privacy, respect and dignity
- Request copy of Practice Privacy Policy
- Request copy of Patient Rights Policy
- Refuse treatment and seek a second opinion
- Confidentiality of all personal information
- Participation in the planning of your care
- Make a complaint and have it responded to
- Information about services, treatment and your condition
- Implementation of infection control guidelines

You have a responsibility to:

- Provide an accurate account of medical and personal information
- Follow the care plan developed and agreed between you and your health care provider
- Respect the rights of privacy of other patients and staff
- Treat staff respectfully