

STONEGATE

Community Health Centre

Stonegate Community Health Centre recognizes the basic human rights of clients to independent expression, choice and action, and ensures that each individual is given consideration, privacy and confidentiality, and is treated with respect and dignity.

Clients of Stonegate CHC have the right to:

- Receive considerate and respectful care;
- Participate in decision making affecting their care and the care of their children or dependents;
- Obtain complete current information concerning their diagnosis, treatment and prognosis, in terms that the clients can be reasonably expected to understand;
- Know the name of the Health Care Provider(s) responsible for their care;
- To say no to being examined by a student;
- Receive information necessary to give informed consent prior to the start of any procedure and/or treatment;
- Know how we may use and disclose their personal health information and how to get access to it;
- Make choices about their own health;
- Refuse treatment or advice and to be informed of the consequences of their refusal;
- Be informed about preventative health care;
- Make a complaint about the care or services they received at Stonegate CHC.

Clients of Stonegate CHC have a responsibility to:

- Respect staff, students, volunteers and other clients, no matter what their race, gender, sexual orientation, gender identity, ability, financial status, ancestry, family status or background;
- Be polite, patient and understanding, to be considerate of others and to respect property;
- Be on time;
- Keep their appointments or strive to provide at least 24-hour notice of cancellation;
- Ask your Health Care Provider if you need more information or if you do not understand instructions;
- Follow the treatment plan agreed upon with your Health Care Provider, and contact your provider if unable to do this; and
- Inform Stonegate CHC if you believe you were treated unfairly or received poor service.