

STONEGATE

Community Health Centre

Stonegate Community Health Centre recognizes the basic human rights of clients to independent expression, choice and action. We will ensure that each individual is given consideration, privacy and confidentiality, and is treated with respect and dignity and without discrimination in a safe and secure service environment.

Clients of Stonegate CHC have the right to:

- Receive accessible care that is considerate and respectful of their uniqueness, values and beliefs, is based on their strengths and promotes autonomy, skill development and quality of life;
- Participate in decision-making affecting their care and the care of their children or dependents where appropriate, and make choices about their health and treatment that is informed by a holistic and preventative approach to healthcare;
- Know the name of the Health Care Provider(s) involved in their care;
- Say no to being examined by a student;
- Receive current information necessary to give informed consent prior to the start of any procedure and/or treatment, in terms that they can be reasonably expected to understand;
- Receive information necessary to give informed consent prior to the collection, use and disclosure of their personal health information, and how to get access or make changes to it or withdraw consent;
- Refuse treatment or advice and to be informed of the consequences of their refusal;
- Make a complaint about the care or services they received at Stonegate CHC.
- Participate in shaping the programs and services we deliver

Clients of Stonegate CHC have a responsibility to:

- Respect staff, students and other clients, no matter their race, gender, sexual orientation, gender identity, ability, financial status, ancestry, family status, background or other characteristic;
- 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 or choose to withdraw from or change the plan; and
- Inform Stonegate CHC if you believe you were treated unfairly or received poor service.