



CLIENTS' RIGHTS & RESPONSIBILITIES CHARTER

Stoney Health Services believes that being a good client means being an involved one. If you have questions, problems, safety concerns or unmet needs, please let us know. If you would like further clarification of the "Clients' Rights and Responsibilities", or would like more information regarding our complaint and/or grievance process, please contact the applicable Administration. Your rights and responsibilities as a client are listed below

CLIENTS HAVE THE RIGHT (or their representatives, according to the Canada Health Act):

- **To be informed of their rights** at the earliest possible moment in the course of their initial contact, including what rules and regulations apply to their conduct as clients;
- **To be treated with courtesy and dignity** as well as with respect for their cultural, psychosocial, spiritual and personal values, beliefs and preferences; and, by personnel using effective communication;
- **To have timely access to pertinent information** provided in easy-to-understand terms, including:
 - ✦ explanations concerning their diagnosis, treatment, medications and prognosis, including information therapeutic effects, alternative treatments and possible complications in layman's terms. When it is not medically advisable to give such information to the client, the information shall be given on his/her behalf to the client's next of kin or other appropriate person;
 - ✦ access to the name of their attending physician and of all other physicians directly participating in her/ his care, as well as and the names and functions of other health care persons with whom they have direct contact;
 - ✦ access to information contained in their health records within a reasonable time frame, in accordance with applicable laws and regulation under the assistance and supervision of a member of Stoney Health Services personnel;
 - ✦ the services of a certified language or sign language interpreter, written materials and alternate formats to accommodate disability consistent with the Canadian Human Rights Act.
- **To be involved in their own care**, including:
 - ✦ being kept informed of their health status;
 - ✦ making informed decisions regarding their care;
 - ✦ being involved in care planning and treatment that meets their unique needs and that is provided by competent personnel;
 - ✦ being informed of unanticipated outcomes during their care in a timely manner;
 - ✦ requesting or refusing treatment, in accordance with applicable laws and regulations. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate;



- ✿ receiving assistance in obtaining consultation with another physician at their request;
 - ✿ refusal of any proposed medication, treatment or procedure, to the extent permitted by law, and a physician shall inform the client of the medical consequences of her/his refusal;
 - ✿ making an advanced directive, stating their choices and preferences regarding their physical and mental health treatment if they are unable to make informed decisions; and/or appointing a surrogate to make healthcare decisions on their behalf, to the extent permitted by law.

- **To confidentiality, privacy and discretion** concerning their medical/healthcare program as described by the Alberta Mental Health Act and regulations, including:
 - ✿ all case discussions, consultations, examinations and treatments;
 - ✿ having all records pertaining to their care treated as confidential except as otherwise provided by law or third-party contractual arrangements.

- **To high quality, safe care, including:**
 - ✿ receiving care in a safe environment that preserves dignity and contributes to a positive self- image;
 - ✿ receiving care that adheres to professional standards of excellence that are continually maintained and reviewed;
 - ✿ receiving care which is not discriminatory and is sensitive to gender, race, national origin, language, age, disability, and sexual orientation; and free of any verbal or physical neglect, abuse, sexual exploitation or harassment;
 - ✿ appropriate pain assessment and management, as well as, avoidance of discomfort or harm;
 - ✿ the effective use of the client's time while receiving services.

- **To participate or refuse to participate in any research concerning them**, confident that this research shall be carried out in accordance with all applicable laws and research best practices, including those on the protection of human research subjects.

- **To voice complaints regarding their care, without recrimination, including:**
 - ✿ having those complaints reviewed, and, when possible, resolved;
 - ✿ being able to appeal any denial, termination, suspension, or reduction of services, and to continue to receive services at least until their appeal is heard by an impartial judge in a fair hearing;
 - ✿ access to a second opinion, in the event that there is a disagreement, from a healthcare provider with the regional support network about what services are medically necessary;
 - ✿ lodging a complaint with the Executive Director or other service provider if they believe their rights have been violated; and, be free of any act of retaliation. The ombudsman may, at the client's request, assist with filing a grievance. The Executive Director's phone number is (403) 881-3920.

CLIENTS HAVE THE RESPONSIBILITY, cont'd
(or their representatives, according to the Canada Health Act):

- To respect the confidentiality and privacy of other clients and healthcare personnel.
- To be considerate of healthcare personnel and other clients attending or receiving treatment at the Health Centre.
- To participate actively in their plan of care and services, including:
 - ✎ providing legitimate identification documents;
 - ✎ providing information about health and wellness practices, present and past illnesses, hospitalizations, medications and other matters relating to their health history;
 - ✎ helping their healthcare staff in providing care by following instructions and medical orders; and, accepting medical consequences if they do not follow the care, service, or treatment plan provided;
 - ✎ using medical equipment and supplies wisely (avoiding overuse) and generally respecting the property of other people and of our service;
 - ✎ authorizing members of their family to review their treatment, if they are unable to communicate with doctors or nurses.
- To play an active part in their own safety by:
 - ✎ understanding and adhering to their prescribed medications and treatments as well as asking questions if they do not understand directions or procedures;
 - ✎ avoiding drugs, alcoholic beverages or toxic substances, which have not been administered by their doctor;
 - ✎ not sharing their medications with others;
 - ✎ keeping their homes safe and free from risk (i.e. falls, fires etc.) or asking for help with this if needed;
 - ✎ reporting safety concerns immediately to their doctor, nurse, or any healthcare support staff.



Name:	
Signature:	
Witness/Title	
Date:	
ED Approval/Date	<i>[Handwritten Signature]</i> JAN 10 2019