

PATIENT'S RIGHTS AND RESPONSIBILITIES

As a patient, you are responsible for:

- treating all staff of the EWFHT with respect; this includes doctors, nurses, and administrative staff
- providing the doctor with accurate and complete information about your medical history, past illnesses, allergies, hospitalizations, and medications
- reporting changes in your medical condition
- asking for clarity if the doctor's prescription and diagnosis seem unclear
- following the doctor's treatment plan
- paying your medical bills promptly
- establishing realistic expectations of what the doctor can do for you
- helping your doctor help you; if something isn't working, be clear and the doctor can advise alternative care
- respectfully communicating any dissatisfaction with services, utilizing established complaint procedures
- participating actively in your own medical care, partnering with your care provider to achieve positive outcomes
- using the premises of the EWFHT only for the purposes of receiving primary health care services

Should a breach of any of these responsibilities occur, depending on the severity of the actions, any or all of the following may be carried out:

- consultation with the physician in an effort to resolve difficulty
- consultation with one or more members of the East Wellington Family Health Team management team
- immediate discharge from EWFHT services; in this case, care for urgent needs will be communicated to you.

As a patient, you have the right to:

- be treated with dignity, respect, and courtesy
- receive a thorough evaluation by knowledgeable providers and screening tools of high standards, that facilitate disease detection
- obtain from the doctor complete information concerning the diagnosis, treatment, and prognosis
- receive responsible and responsive medical care and treatment
- receive necessary information from the doctor such as long-term effects, side effects etc., before giving any prior consent to a medical procedure and/or treatment
- be informed about how much time the treatment will take
- be informed about any costs of treatment, not covered by OHIP
- refuse the suggested treatment and be informed of the medical consequences thereof
- receive evaluation and treatment in confidence and privacy, including in all written and electronic records, during case discussion, consultation, examination and treatment except where reporting is required by law
- review your medical records; receive a copy of your medical records and other health-information documents
- make decisions about your medical care including giving informed consent prior to any medical intervention; and receive information about any proposed treatment, procedure, or medication you need to enable such informed consent or to refuse a course of treatment

Providing Feedback:

We ask patients or families who have problems, complaints or concerns to follow the process described below. These steps ensure patients first seek assistance from staff members who are most familiar with their care, and who can provide additional options if needed:

1. Please speak with the members of your healthcare team first. Usually, they can quickly resolve most issues.
2. If you are not satisfied with the response you have received from your healthcare team, you can e-mail info@ewfht.ca, attention EWFHT Management Team. Alternatively, you may call (519) 833-9396. In order for the Management Team to investigate the complaint, it must be made in writing and either e-mailed to the above address or mailed to EWFHT, 6 Thompson Crescent, Unit 1, Erin, ON N0B 1T0, Attention: Executive Director.
3. Receipt of your written complaint will be acknowledged within 5-7 business days.
4. The situation with which you are dissatisfied will be investigated and findings will be communicated back to you within four weeks, unless otherwise notified, i.e. timelines may be impacted by staff vacations, statutory holidays, etc.