

Declaration of Patient Rights & Responsibilities

Patient Rights

1. Right to a quality and safe healthcare experience while in this facility
 - To be free from harm resulting from services received as a patient
 - To receive the highest quality care and services
2. Right to be treated with respect and dignity
 - Regardless of color, belief or nationality
 - Regardless of age, sexual orientation or diversity
 - Regardless of health condition or health history
3. Right to be
 - Informed about your current medical condition
 - Informed on options for your care
 - Given access to medical information related to your appointment according to standard protocol
4. Right to participate
 - By asking questions to staff and physicians about your care
 - In decisions related to your care
5. Right to privacy and confidentiality
 - To have all of your healthcare matters and information kept confidential
 - To have all your medical records kept secure
6. Right to have a voice
 - To freely tell us about your healthcare experience with our FHT without fear of consequence
 - To freely express your opinions on healthcare services within our community

Responsibilities

1. Responsibility to be respectful
 - Of the healthcare team and administration support
 - Of the rules and regulations of the FHT
2. Responsibility to take ownership of your health
 - By actively working to sustain and enhance your health
 - By seeking help in a timely manner from the most appropriate source when faced with a health problem including medication renewals
 - By following the treatment prescribed
3. Responsibility to communicate and share
 - With the healthcare team the most accurate information about your health status
 - Any changes in your medical condition
 - Relevant feedback on our services to assist us in our quality improvement activities
 - Your current contact information



**NORTH RENFREW
FAMILY HEALTH TEAM**

**117 Banting Drive
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613-584-1037**

If you believe that any of your patient rights have not been respected during your visit please provide feedback by mail, email Jennifer.Kennedy@drdh.org or by phone 613-584-1037