

Manual: Policy & Procedure	Section: Section 5 # 5.1
Subject: Client Bill of Rights Policy	Date approved: November 2004
Approved by: Board of Directors	Reviewed: May 2015

Principle:

Clients have identifiable rights.

Policy:

The rights of clients are documented communicated and respected.

Procedure:

The Client Bill of Rights is documented and posted.

The Client Bill of Rights:

As a client of the Anne Johnston Health Station I have a right to:

- be treated with respect and sensitivity
- privacy
- confidentiality
- have my needs and concerns heard and understood
- be aware of my options and make my own decisions regarding my care
- access to information in a usable format
- access to information contained in my records
- have my questions answered comprehensively in a way I understand
- feel comfortable and safe
- continuity of care, with appropriate referrals
- equality with respect to treatment
- controlled parking for persons with disabilities
- book appointments in a timely manner
- support in advocating for my rights
- be always appropriately and actively involved in my client centred care process