



ARC Windsor/Tecumseh - Patient Rights and Responsibilities

Formulated October 20, 2018
Standards Manual 2018 pg. 84
Standard 1K1 a-j

At ARC our mission is to provide person centred, performance based, quality healthcare. We at all times during your care want you to be aware of your rights and responsibilities. If you ever have any questions or concerns please do not hesitate to contact any ARC personnel for assistance; your goals for recovery are our goals.

Patient's Rights

- The right to be treated with respect, consideration, dignity and compassion without discrimination as guaranteed by the Ontario Human Rights Code.
- The right to be free from abuse, exploitation (including financial), retaliation, humiliation and neglect
- The right to receive medical advice and treatment that fully meets the currently accepted standards of care and quality
- The right to receive clear and complete information about your medical diagnosis, treatment and prognosis
- The right to receive access to information to facilitate and participate in all decisions about your treatment and discharge from ARC.
- The right to access records within provincial laws and by way of the policies of ARC
- The right to informed consent and via this consent accept or refuse any treatment and to be informed of the likely consequences of doing so
- The right to be informed of the name and position of the health care practitioner co-ordinating your care at ARC , as well as any other health care support personnel who provides treatment to you during your therapy
- The right to make a complaint through channels provided for this purpose by ARC, and to have any complaint dealt with promptly and fairly
- The right to enjoy a "smoke-free" environment
- The right to privacy and confidentiality of all information and records regarding your care
- The right to access or be referred to legal representation, self help support and advocacy support services.



Patient's Responsibilities

- The responsibility to request further information concerning anything not fully understood
- The responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, allergies, hospitalization, medication and other matters relating to your health
- The responsibility to follow the treatment plan, as outlined by your health care practitioner, including the instructions of support personnel carrying out your co-ordinated plan of care as provided on your Treatment Disclosure Statement
- The responsibility to be accountable for your actions if you deliberately refuse treatment or do not follow practitioner's instructions
- The responsibility to keep appointments, and when unable to do so, to notify ARC with sufficient time to reschedule
- The responsibility to follow ARC's policies and procedures regarding patient care and conduct
- The responsibility to assist in the control of noise and to not leave minor children unattended
- The responsibility to reschedule treatment/therapy appointments at ARC if you, your friends and family are sick or have been exposed to a communicable disease, such as influenza or parasites such as bed bugs or head lice
- The responsibility to comply with ARC's "no smoking" policy
- The responsibility to be respectful of the rights and property of other patients, visitors and personnel of ARC