

Patient Bill of Rights

At CanMex Health, your health and well-being are our top priority. We believe that every patient is entitled to the following rights:

1. **Right to Respectful and Compassionate Care**

You have the right to be treated with dignity, respect, and compassion regardless of your age, gender, race, nationality, religion, sexual orientation, or financial status.

2. **Right to Privacy and Confidentiality**

Your personal and medical information is private. We will protect your confidentiality and only share information with your consent or when legally required for your care.

3. **Right to Clear Communication and Informed Consent**

You have the right to receive clear, accurate, and timely information about your health condition, treatment options, and potential risks, allowing you to make informed decisions about your care.

4. **Right to Participate in Your Care**

You have the right to actively participate in decisions about your treatment and care plan. You can ask questions, seek second opinions, and make informed choices about your medical options.

5. **Right to Refuse Treatment**

You have the right to refuse any medical treatment, as long as you understand the potential consequences of your decision, and to explore alternative options where appropriate.

6. **Right to Access Your Medical Records**

You have the right to review, request, and obtain copies of your medical records through our secure patient portal, ensuring that you can monitor and stay informed about your health.

7. **Right to Emergency Care**

You have the right to receive necessary urgent care, regardless of your ability to pay, in a safe and timely manner, prioritizing your immediate health needs.

8. **Right to Safe and Quality Care**

You have the right to receive high-quality, safe, and evidence-based medical care delivered by trained and licensed professionals in a clean and respectful environment.

9. **Right to Voice Complaints or Concerns**

You have the right to express concerns, file complaints, or provide feedback about the care you received without fear of retaliation. Your concerns will be addressed promptly and respectfully.

10. **Right to Equal Access**

You have the right to access healthcare services without discrimination, ensuring that your financial, social, or cultural circumstances do not limit your care.

At CanMex Health, we are dedicated to honoring your rights as a patient and ensuring you receive the care you deserve in a respectful, supportive, and professional environment.