

POLICY AND PROCEDURE	
Subject: Patient Rights & Responsibilities	Category: Administrative
Date Approved:	Date Revised: Oct 20, 2022
Author: Clinic Manager	Reviewing Body: MHC Physicians
Specific to: MHC Patients	Next Review Date: Oct. 20, 2024

DATE(S) REVISED/REVIEWED SUMMARY

Version	Date	Comments/Changes
1.0		Initial Policy
2.0	Oct 20, 2022	Reformatted

As a patient of the Mapleton Health Centre, you have rights and responsibilities. The patient-health care team relationship is fundamental in providing and receiving excellent care. This relationship must be based upon trust, honesty, respect, and a mutual desire to improve health outcomes.

PATIENT RIGHTS

- Be treated in a kind and respectful way
- Receive culturally sensitive care
- Expect that all information about your health care will be kept private and confidential in accordance with the law
- Be given information in a way you will understand
- Expect that your health care team will share important information with each other
- Participate in making decisions about your care
- Refuse care as permitted by the law
- Know the names and roles of people involved in your care
- Express your concerns and get answers to your questions

PATIENT RESPONSIBILITIES

- Be polite and respect other patients, visitors, and members of the Mapleton Health Centre
- Recognize that the needs of other patients and families may sometimes be more urgent than your own
- Give accurate information to your health care team to help them plan your care
- Give your health care team the name of the person who will represent you if you cannot make decisions by yourself
- Follow the plan of care the best way you can
- Accept responsibility for the decisions you make about your treatment
- Respect Mapleton Health Centre property and act in a safe and responsible way



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Situations that may result in a decision to end the relationship are as follows:

- Patient fraud such as for the purpose of obtaining narcotics and other drugs
- Threats of harm or verbal assault towards the physicians, nurse practitioners, employees, or other patients
- A conflict of interest that compromises the duty of the physician or nurse practitioner to put his or her patient's first
- A communication breakdown that makes it impossible to provide care

*The above list is not exhaustive and is supported by the College of Physicians and Surgeons of Ontario



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Patient Rights & Responsibilities

Patient Acknowledgement

I, _____, agree that I will show respect to the healthcare provider (physician, nurse practitioner, physician assistant, nurse, etc.), all other employees, patients, and property.

By breaching this contact, I understand that it could lead to termination of the relationship and as a direct result, dismissal from the Mapleton Health Centre.

Name: _____

Signature: _____

Date: _____

Witness: _____