

Patient's Bill of Rights

All patients that are served by ABC have the;

1. Right to be Treated with Respect.
2. Right to Safety and Protection from Harm.
3. Right to Dignity, Independence, and Self Determination.
4. Right to High Quality Services that Comply with Standards.
5. Right to Clear and Supportive Communication.
6. Right to be Fully Informed.
7. Right to Direct Treatment Decisions.
8. Right to Support.
9. Right to Make a Complaint.

Right to be treated with Respect

Every patient:

1. Is a person first, with the right to this recognition and to respect before the law;
2. Has the right to be treated without bias, and with sensitivity to the effects that a history of marginalization and discrimination may have on their well-being;
3. Has the right to be treated without discrimination, and to have their culture, spirituality, atheism, or identity respected;
4. Has the right to be treated with kindness and compassion, and to be allowed a range of feelings and to receive validation for those feelings, without negative consequences for their expression; and
5. Has the right to have their time valued.

Right to Freedom from harm

Every patient:

1. Has the right to protection from abuse, indifference, denial of care, retribution, punishment, and unjustified interventions;
2. Has the right to the least restrictive environment and to be offered the least intrusive treatment;
3. Has the right to be free from restraint in accordance with the law, and be restrained only after all efforts to reach resolution and de-escalation have been tried. Patients will be informed how to be released from restraint, will be offered a supportive and respectful debriefing, and will be involved in reviewing and revising their care plan if needed; and

Right to Dignity, Independence and Self-Determination

Every patient:

1. Has the right to all freedoms in accordance with the law;
2. Has the right to receive rights advice in accordance with legislated rights when decisions are made that impact their liberty, for example when detained involuntarily, being found incapable of making decisions about treatment or property, or when a Community Treatment Order is issued or renewed;
3. Has the right to treatment and services that preserve and enhance dignity, independence, and self-determination;
4. Has the right to have their privacy respected in the company of other people;
5. Has the right to have access to their spiritual care or cultural advisors, and to exercise religious, spiritual, and cultural observances, rituals, customs, diet, and dress;
6. Has the right to retain and use personal possessions – except where it may pose a risk of harm to themselves or others.
7. Has the right to privately access toilet facilities;
8. Has the right to self-identify and be recognized for their gender, gender identity, gender expression and sexual orientation, including but not limited to name, pronouns, and expression.

Right to Quality Services that Comply with Standards

Every patient:

1. Has the right to fair and equal access to services
2. Has the right to be treated with fairness, in a manner that is respectful of patient-identified needs and preferences;
3. Has the right to have their health record include only relevant facts, and not speculation or prejudice;
4. Has the right to provide feedback about their care and to participate in opportunities aimed at improving the quality of services.
5. Has the right to seek an additional medical opinion

Right to Clear and Supportive Communication

Every patient:

1. Has the right to clear, honest, direct and supportive communication with service providers that recognizes and seeks to mitigate the power imbalance and its impact (e.g., clear language, transparency, how to participate to reach own ends, etc.);
2. Has the right to collaborative and patient-centered engagement through all aspects of care; and

Right to be informed

Every patient:

1. Has the right to be informed about and offered a copy of this Bill;
2. or substitute decision-maker (SDM), has the right to information (in writing, if requested) , about:
 - a. the perceived problem, diagnosis or condition, and proposed treatment;
 - b. alternative options/treatments, including none;
 - c. the results any of tests and procedures; and
 - d. responses to requests for additional information about any of the above.
3. Has the right to meaningful answers to questions about services, including requests for:
 - a. the full name, qualifications, and scope of practice of the provider;
 - b. where to access additional information and how to obtain an opinion from another provider; and
4. Has the right to view their health record and be informed how to access it;
5. Has a right to information about implied consent, and how the clinic may collect, use and share health information with internal and external providers;
6. Has a right to be told if their information is lost, stolen or shared without authorization;
7. Has the right to correct their health record or to add a statement of disagreement in accordance with the law, and to choose to secure part(s) of their record for additional privacy under a Consent Directive where the law permits; and
8. Has the right to information if requested about relevant clinical services, such as rules, policies, procedures and any applicable rights, and have access to that information in writing and/or online (if available).

Right to Direct Treatment Decisions

Every patient:

1. If capable, has the right to direct their service by making decisions about any proposed treatment and to ask staff for information (in writing, if requested) that is needed to understand and make decisions (i.e., about service recommendations) and to receive it;
2. Unless found incapable, is presumed to have capacity to make treatment decisions;
3. If found incapable, has the right to expect that their SDM will make decisions on their behalf in accordance with their legal obligations (including taking into account any prior wishes expressed by the patient while capable that apply in the circumstances);
4. If capable, must give voluntary, informed consent before each treatment or plan of treatment can commence and has the right to withdraw that consent at any time. This right cannot be waived; and
5. If capable, has the right to receive support from family members/friends in making their decisions about treatment, and to be given time to discuss and make such decisions.

Right to Support

Every patient:

1. Has the right to request that a third party be present during a physical examination;
2. Has the right to access supports with all possible privacy and confidentiality when needed;

Right to make a complaint

Every patient:

1. Has the right to make a complaint, raise concerns, and recommend changes without fear of interference, coercion, or reprisal;
2. Has the right to make a complaint and give feedback through the clinic's Patient Complaint Process
3. Has the right to get rights advice and raise concerns or make a complaint through the Ministry of Health Ontario Patient Ombudsman Office
4. Has the right to provide oral or written complaints;
5. Has the right to be supported by a family member or friend in making or pursuing a complaint;
6. Can make a complaint to any other service provider or organization (e.g., Patient Ombudsman or professional regulatory Colleges, etc.); and