

REHABILITATION MANAGEMENT INC. – BILL OF CLIENT RIGHTS AND RESPONSIBILITIES

Rehabilitation Management Inc. (RMI) team strives to optimize the health care experience for their clients. We are committed to assert, promote and uphold the dignity and worth of all the people who use the services of RMI; we recognize and fully support the right for every client to receive the highest standard of care in a respectful and dignified manner. As a health care consumer in Ontario, our client, their families and caregiver(s) have both rights and responsibilities. These rights are protected by laws such as the [*Health Care Consent Act*](#), the [*Long-Term Care Act*](#) and the [*Mental Health Act*](#). If a health care professional violates these rights, complaint shall be submitted to the appropriate regulatory organization.

RMI also recognizes the need for every client to accept certain responsibilities that are assumed in having these rights, as every person plays an important role in their own health care. These responsibilities are not described in any law, but RMI encourages every person to become full partners in their health care by knowing and understanding their rights and responsibilities. Mutually respectful partnership between health care providers and clients is an essential step in ensuring the highest standard of care and optimal health. At times it may be difficult to fulfill some of these responsibilities but nonetheless it is important to note that clients do not lose any of their rights, their rights remain intact.

CLIENT RIGHTS

Respect, Dignity, Consideration

- The right to be treated politely, with dignity, courtesy, compassion and respect, regardless of your diverse views, race, culture, colour, religion, sex, age, mental or physical disability, cognitive ability, financial and economic position, sexual orientation, gender identity, diagnosis or legal status as guaranteed by the Ontario Human Rights Code.
- The right to be free from physical, verbal, sexual, emotional, psychological and financial abuse.
- The right to have your privacy respected
- The right to have your wishes, values, views, preferences, beliefs and experience respected

Quality Health Care that complies with standards

- The right to receive medical advice, treatment and care that fully complies with the currently accepted legal, professional, ethical and other relevant standards of care and quality
- The right to reasonable accommodation required to access services and treatment

- The right to be offered freedom of choices within your care plan, not be denied your preference within the choices available
- The right to expect that members of your healthcare team communicate with one another to ensure quality and a streamlined continuity of care, in support of recovery and wellness
- The right to seek a second medical opinion, within reason, without recrimination, or fear of recrimination
- The right to refuse any treatment, therapy and care with which you do not agree, unless you are found incapable of doing so, in which case a Substitution Decision Maker would be consulted
- The right to expect that members of your healthcare team communicate with one another to ensure a streamlined continuity of care

Information/Communication/Education

- The right to be informed of your rights in this Bill of Client Rights
- The right to effective communication in a form, language, and manner that assists you to gain a complete understanding of the information provided. Where necessary, this includes the right to a competent interpreter
- The right to receive clear and complete information about your medical diagnosis, treatment, care, prognosis in the form, language and manner that best assists you to understand the information provided
- The right to be informed of the name, position and qualifications of service provider in charge of your care
- The right to ask questions and to receive an honest and accurate answers to questions related to services
- The right to information about the laws, rules, and policies that affect how your services are provided

Participation and Support

- The right to participate in all health care decisions, unless you are found incapable of doing so, in which case a Substitution Decision Maker would be consulted The right to participate in creation of an individualized, written plan if care and treatment, give consent to it and receive a copy of it
- The right to identify your own needs, to have those needs attended to in the development of a care plan, and to have services and care provided in accordance to that plan
- The right to have any support person(s) of your choice with you during any meetings with your service providers, unless that person is deemed to be a risk to you or others

Consent, Privacy, Complaints

- The right to provide voluntary informed consent, whether implied or expressed, in the collection, use, access to and disclosure of your personal health information, except in accordance with the Personal Health Information Protection Act (PIPEDA). Consent may be withdrawn at any time
- Every client is presumed to have decision-making capacity unless found to be incapable. If found legally incapable of making decisions, your substitute decision maker has the same right to informed consent, that is voluntary and obtained without coercion, as you.
- The right to have your personal health information treated confidentially and your privacy respected, unless otherwise required by law
- The right to have documentation about your care to be factual, accurate, objective, concise, timely
- The right to ask us to make corrections to inaccurate or incomplete health information
- The right to be told if your information is lost, stolen or shared with someone without authorization
- The right to make complaints, raise concerns and recommend changes without the fear of interference, coercion, discrimination or reprisal
- The right to request the transfer of your records to another treatment professional

CLIENT RESPONSIBILITIES

- The responsibility to choose an appropriate health care provider
- The responsibility to use health care resources responsibly
- The responsibility to treat all members of your health care team and other parties with dignity and respect, free from discrimination and harassment
- The responsibility to provide, to the best of your knowledge, an accurate and complete history of your personal medical information
- The responsibility to participate and be involved in your health care planning and decisions, request further information concerning anything that is not fully understood
- The responsibility to follow instructions for treatments and your care plan to the best of your ability
- The responsibility to keep appointments and when unable to do so, notify service provider in timely manner

- The responsibility to provide a safe working environment for our service providers during home visits
- The responsibility to be accountable for your actions if you deliberately do not follow service provider's instructions or refuse treatment
- The responsibility to provide feedback on treatment and care services, to speak up if you have questions, concerns or do not understand information that is provided to you or included in your treatment plan
- The responsibility to report your concerns about health care professionals to regulatory organizations
- The responsibility to respect the rights of others seeking health care
- The responsibility to make healthy choices about your lifestyle and habits