



## **South East Toronto Family Health Team**

### **Patient Rights and Responsibilities**

#### **Policy**

This policy applies to South East Toronto Family Health Team patients.

#### **Purpose**

At the South East Toronto Family Health Team (SETFHT), we are deeply committed to cultivating a safe, secure, and respectful environment for all our patients, staff, and visitors. Our primary objective is to ensure that every individual receives not only the highest quality of medical care but also the comprehensive support and dignity they inherently deserve throughout their experience with us. We earnestly request that all individuals reciprocate this commitment by demonstrating the same level of courtesy, kindness, and respect that they rightfully expect to receive from our team. By fostering a culture of mutual respect and understanding, we aim to create a welcoming atmosphere for everyone involved.

#### **Patient Rights**

As a patient of SETFHT, you have the right to:

##### **1. Receive Quality Care**

You have the right to receive timely, professional, and culturally sensitive healthcare services from a team of qualified professionals.

##### **2. Respect and Dignity**

You have the right to receive respect, dignity, and courtesy from all members of our staff. Your views, privacy, and autonomy should be honored in every interaction.

##### **3. Informed Decisions**



You have the right to receive clear and accurate information about your health status, treatment options, and care plan. You can engage in decisions related to your healthcare and ensure your questions are answered to your satisfaction.

#### **4. Confidentiality**

You have the right to privacy. Your health information will remain confidential and will only be shared with those involved in your care, as required by law or with your consent.

#### **5. Access to Services**

You have the right to access timely and appropriate services, including referrals, tests, and other necessary healthcare interventions based on your needs.

#### **6. Non-Discrimination**

You have the right to receive care, regardless of your ethnicity, gender, religion, identity, or sexuality. Our clinic is dedicated to fostering an inclusive, non-discriminatory environment for everyone.

#### **Patient Responsibilities**

As a patient of SETFHT, we ask that you:

##### **1. Respect Others**

Treat staff, providers, other patients, and visitors with courtesy, respect, and empathy. We ask you to maintain a cooperative and positive attitude, fostering a respectful environment for everyone.

##### **2. Provide Accurate Information**

Provide comprehensive and precise information regarding your health history, conditions, medications, and lifestyle so we can offer you the best possible care.

##### **3. Follow Care Plans**



Collaborate with your healthcare providers to adhere to the agreed-upon treatment plans, and notify them of any challenges or concerns you may have. Your cooperation is essential for achieving the best outcomes.

#### **4. Respect Clinic Policies and Procedures**

Please adhere to all clinic policies, including appointment scheduling, arrival times, and patient conduct. Arriving on time and being prepared ensures smooth service for everyone.

#### **5. Pay Attention to Your Health and Well-Being**

Take charge of your health by attending scheduled appointments, following prescribed medication regimens, and adhering to suggested lifestyle changes.

#### **6. Non-Violence**

Always demonstrate respectful and non-violent behaviour. Any form of abuse, aggression, or violence towards patients, staff, or visitors is strictly prohibited. We provide a safe and secure environment for everyone. In instances of violent, abusive, or aggressive conduct, we reserve the right to take appropriate action, including asking the individual to leave the premises.

#### **Non-Tolerance of Harassment and Discrimination**

Our organization does not tolerate any form of discrimination, harassment, or hate based on ethnicity, gender, religion, identity, or sexuality. We are dedicated to fostering a healthcare environment where everyone feels valued, accepted, and treated fairly.

We believe healthcare must be free from all forms of discrimination and harassment, and we advocate for humanity, diversity, and empathy – without exception.

#### **Consequences for Violations**

We take violations of this policy seriously. In cases of violent, abusive, or aggressive behaviour, we reserve the right to take appropriate measures, including but not limited to:

- Requesting that the individual leave the premises



- Referring the individual for further intervention or support, as necessary
- Taking legal action if required to maintain safety for all individuals in the clinic

We appreciate the trust you place in us as your healthcare provider. By collaborating in a respectful and empathetic environment, we can develop a healthcare experience that prioritizes your well-being and supports your health goals.

If you have any questions or concerns about your rights and responsibilities, please do not hesitate to email us – [info@setfht.on.ca](mailto:info@setfht.on.ca)

We stand for humanity, diversity and empathy – without exception.