

Client Rights

Clients of the Quest Community Health Centre have the right to:

- Access services offered through Quest Community Health Centre
- Be treated in a fair and dignified manner and receive courteous, respectful, efficient services
- Be treated without discrimination based on race, gender, religion, political affiliation or sexual orientation
- Be an active participant and decision maker in all respect of your care
- Approach a staff member should you need help
- Have your personal information kept confidential
- Know what personal information is collected about you to enhance your care
- Access and review your personal information
- Have your personal information protected, in accordance with the Personal Health Information Protection Act (2004) (PHIPA)
- Make informed decisions
- Give and withdraw consent about any aspect of our care
- Refuse or discontinue service without fear of reprisal
- Make a complaint if you believe your personal information is not collected, used or disclosed appropriately
- To be informed of the procedure for initiating complaints about the service provided without fear of reprisal
- Terminate services from Quest Community Health Centre at anytime