

Client Responsibility

In order to achieve the best possible results for your care, the following client responsibilities are in place. These responsibilities are intended to enhance your care and to support staff and volunteer commitment to working in partnership with you.

You are responsible for:

- Treating others with respect, courtesy and fairness
- Giving accurate information when completing forms
- Keeping appointments to the best of your ability or cancelling them in a timely fashion
- Disclosing important information necessary for your care
- Coming to the centre consistently for appointments in order to get the best possible care and service
- Following mutually agreed upon treatment plans and/or letting the Centre know if you are no longer following treatment plans
- Giving us feedback on how we're doing
- Supporting Quest Community Health Centre as we engage the citizens of St. Catharines in promoting health and well being for all
- I have the responsibility to report unexpected changes in my condition to my health care provider

If you have any questions, concerns or comments, or do not understand any of the information outlined, please speak to a Quest Community Health Centre service provider.



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 aspects 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

