

PATIENTS RIGHTS AND RESPONSIBILITIES

At the LOFHT, we believe that patients and their families are our partners in the delivery of quality patient care. We wish to promote an environment of open communication, collaboration and mutual respect. To that end, it is important that you understand your rights and responsibilities, to the extent protected by law.

As a patient of the LOFHT, you have a RIGHT to:

- Receive quality care that is respectful, non-discriminatory, considerate and timely;
- Be informed about your health problems, and understand the risks and benefits of any treatment or decision about your care;
- Obtain or view a copy of your medical records from the appointments or treatments received at the LOFHT clinic by our Interdisciplinary Health Professionals;
- Participate in making treatment decisions, including the refusal of care;
- Be entitled to privacy and confidentiality of your health information;
- Be advised in advance of the fees not covered by OHIP that you are responsible for paying.

We also ask that you adhere to the following RESPONSIBILITIES:

- Notify our office with at least 24 hours' notice if you must cancel an appointment;
- Arrive on time for your appointment;
- Ask questions and express concerns;
- Be an active participant in your care;
- Treat our personnel and other patients with courtesy and respect;
- Be honest with your healthcare provider and give accurate information about your medical history and treatments;
- Maintain healthy habits to the best of your ability;
- Comply with treatment plans as best you can, and communicate any concerns with your provider;
- Understand and be responsible for all expenses not covered by OHIP.

Questions? A member of our team would be happy to assist you.