



Access Alliance

Multicultural Health and Community Services

340 College St., Suite 500 Toronto, ON M5T 3A9 Tel:(416) 324-8677 Fax:(416) 324-9074

## **Client Rights and Responsibilities Policy**

### **Client Rights**

At Access Alliance we believe in working in partnership with clients to promote health and well-being.

#### ***YOUR RIGHTS***

- You have the right to be treated politely and with respect regardless of your country of origin, racial or ethnic background, financial circumstances, immigration status, age, gender, ability, family status, sexual orientation or language spoken.
- You have the right to confidentiality – your information will only be shared with your team of care providers.
- You have the right to know about and use the programs and services that you are eligible for.
- You have the right to participate and make decisions in your health care – Please talk to your care provider about your health care issues and ask questions about your health care plan. We want to work with you to meet your needs, either here at the Centre or through a referral to another organization.
- You have the right to talk to us about your concerns and to let us know if you are not happy. We have a process for making complaints. Please talk with Paula Sanchez, our Interpreter Services Supervisor. She is the Client Advocate.



## Access Alliance Multicultural Community Health Centre

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### **Client Responsibilities**

#### *YOUR RESPONSIBILITIES AS A CLIENT OF ACCESS ALLIANCE*

##### **Personal Information**

- If you receive a health card you must let reception know. If the Centre keeps paying for your health care, we have less money for people without health cards.
- You must inform reception if there has been a change in your address or telephone number so that we can contact you.

##### **Appointments**

- If you need to cancel your appointment you must call us within 24 hours at 416-324-8677. This is very important, especially if you use an interpreter or have an appointment with a specialist. When you do not show up for your appointment or you are late, Access Alliance still has to pay the interpreter. We also have to pay the specialist when you do not keep your appointment. You may need to pay if you do not cancel at least 24 hours before your appointment.
- Please do not be late for appointments. If you are more than 15 minutes late your appointment time may be given to someone else. It will be your responsibility to rebook your lost appointment.

##### **Health Insurance**

- If you do not have health insurance, you will need to pay for some services. Let staff know if you are having difficulty making payments, we may be able to negotiate payments on your behalf.

##### **Safety and Respect**

- Keep your children by your side at all times. You are responsible for your children's safety and supervision when you are at the Centre.
- Treat others with respect, be polite, patient and understanding and value the property that belongs to others. Those who choose to ignore our policy, will be asked to leave.
- Take responsibility for your health care. Ask questions. Share information. Be informed. Make decisions.

Approved by Board of Directors  
November 20, 2006

**Date Approved:**  
**Approved By:**  
**Next Review:**