


Ahtahkakoop Health Centre

Client's Rights

- You have the right to expect confidentiality
 - You have the right to a respectful environment
 - You have the right to a clean and tidy environment
 - You have the right to an atmosphere free from remarks or actions that could be interpreted as discriminatory
 - You have the right to a safe, professional environment
 - You have the right to an appointment for service that occurs in a prompt and timely matter
 - You have the right to receive service which supports you to successfully manage our own health and care and make informed decisions: person-centered care
 - You have the right to ask questions, seek clarification, or address and issues of concern about our service
 - You have the right to a healthy environment
 - You have the right to choose how you live your daily life in the community, however you have the responsibility to refrain from attending while under the influence, such that it could interfere with your treatment
 - You have the responsibility to respect and maintain the confidentiality of others
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Client's Responsibilities

- You have the responsibility to play an active role in your care
- You have the responsibility to speak directly with us, in a timely manner, in order to assist us to improve our service
- You have the responsibility to be respectful of others (e.g. in the waiting room, turning off cell phones).
- You have the responsibility to use garbage receptacles and maintain the order of the waiting area
- You have the responsibility to refrain from making any remarks or gestures that could be interpreted as being discriminatory
- You have the responsibility to refrain from physical or verbal aggression toward other. Inappropriate behavior or failure to maintain these standards will result in the cancellation of the current appointment
- You have the responsibility to show on time, or ensure you give notice if you are unable to attend

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General Guidelines

This is a clinic committed to providing public healthcare. As such, no weapons are allowed into the Clinic.

Please call ahead of time if you need to cancel your appointment, This allows us to make use of the time to meet another client's needs.

On occasion, a client's appointment time may be interrupted by an urgent situation requiring the service provider's attention. We commit to notifying clients, in advance when possible, of any developing or pressing situations which may require attention and necessitate an interruption in service.

If you have any questions please speak to any of the managers. A service feedback form is available with the following link.

<https://forms.office.com/r/Xm98Cv9diB>

Please be responsible and contact the clinic if you are ill/unable to attend your scheduled appointment. You also have the responsibility to respect and adhere to the Clinic's policies while on the premises.