

Carlington Community Health Centre (CCHC) patients are encouraged to take an active role in their well-being, and the services they receive. Guided by CCHC's mission, vision, and values, the staff and clinicians understand the importance of patients' rights and responsibilities in working together.

Patients have the right to:

- Know the name, and job title of the people taking care of them
- Choose whether a student or trainee will help with their care
- Have their personal health information kept private, and be able to request it
- Receive services in either English or French
- Receive care focusing on their needs, and with clear information on risks and benefits, to make decisions together
- Give feedback about any part of their care

Patients have the responsibility to:

- Understand that not all health concerns can be addressed in one appointment
- Give accurate and complete medical information, including past illnesses, allergies, hospital visits, medications, and any changes in your health
- Follow agreed on treatment plans, like lab tests, or imaging
- Go to your specialist appointments, and make sure to follow their policies



Patient Rights & Responsibilities

Primary Health Care

 www.carlingtonchc.org
 (613) 722-4000
 info@carlingtonchc.org
 900 Merivale Road, Ottawa

Patients have the responsibility to be aware of the following:

Late Appointments

- Respect clinician's time by arriving 10 minutes before your scheduled appointment.
- If you need to cancel or change your appointment, let the Centre know at least 24 hours in advance so someone else can take your spot.
- If you are less than 10 minutes late, your appointment will be shorter.
- If you are more than 10 minutes late, your appointment will likely be rescheduled.
- If you have trouble getting to your appointments, talk to your clinician about it.
- If you miss or are late to 3 appointments, steps will be taken to help you attend, but this could lead to limits, or a stop to your services.

Medications/Prescription Renewals

- Bring all your medications or an updated list from the pharmacy to your appointments.
- The number of refills left on your prescription is shown on the pill bottle or box, or you can ask your pharmacist.
- Schedule an appointment before your medications run out, and request prescription refills during your office visits.
- Sometimes, you can ask the pharmacy for a refill, but it might take up to 2 weeks. In some cases, you might need an appointment before the refill is approved.

- If you run out of regular medications, the pharmacist might extend the prescription for a short time, but there could be a fee.
- For refills of controlled substances (like opioids, benzodiazepines, or stimulants), you'll need to schedule an appointment.

Forms:

- Try to submit forms before your appointment if possible.
- Make sure to sign the parts of the form that need the patient's signature and consent.
- Forms may take up to 4 weeks to be completed.

Urgent Appointments:

- If you have an urgent issue during office hours, call the Centre right away. They might be able to give you a same-day appointment or health advice.
- These appointments are with any available clinician, and only your urgent issue will be looked at.
- If you have a health problem that can't wait until the Centre is opened, call the after-hours service by dialing 613-722-2161 and follow the instructions.
- Understand that other patients may sometimes have more urgent needs, and staff will do their best to schedule accordingly with the information provided.
- There are many health services you can use in the area. You can call 811 or visit the Health811.ontario.ca website.
- For life-threatening emergencies, go to the nearest emergency room or call 911.

Termination of Services:

- Patients can choose to stop getting care at Carlington and find healthcare somewhere else.
- A good relationship between a patient and clinician is built on trust and respect. If this breaks down, either the patient or the clinician can decide to end the relationship.
- If a patient doesn't follow their responsibilities, there will be a formal process. This may include a verbal warning, a written notice, and eventually, stopping services.
- If a clinician feels there's been a serious loss of trust, they can stop providing care right away without warning, following the rules of their professional college.

