

What Are My Rights When Accessing Health Care?

As a patient, you are entitled to dignity and respect. When it comes to health care in Canada, you have certain rights that are protected by law.

If you think your rights have been violated, you can make a complaint. Please see the complaint section in this toolkit.

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Right to Medical Treatment

Receive culturally safe, quality, competent, and timely care that is free from discrimination and harm in a safe environment while being treated with respect, courtesy, and compassion.



Right to Information

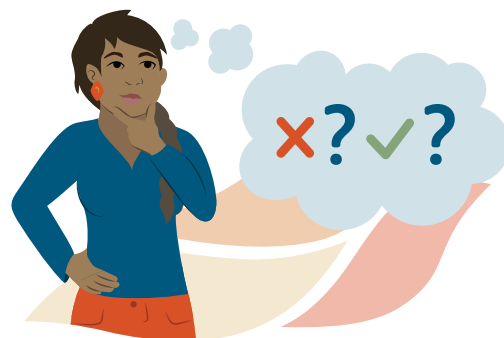
Have a health care professional completely and clearly explain all aspects of your health, diagnosis, treatment, options, prognosis, and care in a manner you understand.



Ask questions, express concern, and have them addressed in a timely manner.

Be informed of the names and roles of all members of your care team.

Right to Choices



Give or refuse (unless stipulated by law) **consent** for any medical intervention or procedure and be informed of the consequences for both acceptance and refusal.

Participate with the health care team in developing your health decisions and treatment plans in a manner that addresses your needs and wishes.

Be accompanied or represented by a person of your choosing who can support you in making decisions about your care.



Right to a Second Opinion

Within reason, request and seek a second opinion.



Right to Privacy

Receive consultations, treatments, and evaluations while ensuring confidentiality and respecting your privacy.

Be assured that your health information is secure and remains confidential.

Right to Access Personal Health Information



Request access to your health information records.

Request the transfer of your health records to another health care provider.

Right to Complain

Take action and express concern when you are not satisfied with your health care by filing a complaint, which needs to be responded to in a timely fashion.

