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## Patient and Provider Bill of Rights

The Lakehead Nurse Practitioner-Led Clinic (LNPLC) is pleased that you have chosen us to meet your health care needs. In order to provide you with the most efficient service, it would be appreciated if you would review the following:

1. Please book appointments. We also provide unscheduled walk-in service on Mondays and Fridays from 1:00 PM to 4:00 PM for registered patients of the clinic.
2. If you are unable to keep your appointment, please make sure that you call and cancel with 48 hours notice so that the clinic can accommodate other patients.
3. Cell phones must be turned off during appointments and should not be used while at the clinic.
4. Phone calls will be responded to within 2 business days.
5. Please bring all of your medications to every appointment, or print out a form from your pharmacy so we may determine if refills are required.
6. For prescription refills, it would be preferable for you to book an appointment in advance of your medication running out. If that is not possible, have your pharmacy fax over a "Request for Prescription Refill".
7. If you are monitoring either your blood pressure or blood sugars at home, please ensure that you bring the readings to every appointment.
8. If you require forms completion, please make an appointment and inform your provider about the forms at the beginning of the appointment.
9. If you would like a referral, you need to make an appointment and be seen by your provider.
10. Please ensure that your Health Card is current. If it is expired, you will not be able to be seen until it is updated.

### Every Patient has the right to:

1. Receive high quality care based on professional standards of practice, regardless of his or her (or his or her family's) ability to pay for such services
2. Obtain services without discrimination on the basis of race, ethnicity, national origin, sex, age, religion, physical or mental disability, sexual orientation or preference, marital status, socio-economic status or diagnosis/condition
3. Be treated with courtesy, consideration and respect by all LNPLC staff, at all times and under all circumstances, and in a manner that respects his or her dignity and privacy
4. Receive sufficient information (including the names and qualifications of members of the health care team) to participate fully in decisions related to his or her health care and to provide informed consent prior to any diagnostic or therapeutic procedure (except in emergencies). If a patient is unable to participate fully, he or she has the right to be represented by parents, guardians, family members or other designated surrogates.
5. Have access to information contained in your health record and have your condition, care and treatment explained in easily understood terms

6. Expect that the LNPLC will keep all medical records confidential and will release such information only with his or her written authorization, in response to court order or subpoenas, or as otherwise permitted or required by law; and to be informed of the LNPLC's privacy policies
7. Complete a patient survey or feedback form, or respectfully raise concerns or complaints regarding services or supports with health care providers or administration on behalf of yourself or others and be assured that concerns will be addressed in a timely manner.

**Every Patient is responsible for:**

1. Providing accurate personal, financial, insurance, and medical information (including all current treatments and medications, including being pregnant or the possibility of such) prior to receiving services from the LNPLC and its health care providers
2. Behaving at all times in a polite, courteous, considerate and respectful manner to all LNPLC staff and patients, including respecting the privacy and dignity of other patients
3. Supervising his or her children while in the LNPLC facility
4. Refraining from abusive, harmful, threatening, or rude conduct towards other patients and/or the LNPLC staff
5. Respecting a zero-tolerance drug and alcohol policy of the LNPLC which states that bringing or consuming non-prescribed drugs or alcohol in the clinic is strictly forbidden
6. Participating in and following the treatment plan recommended by his or her health care providers, to the extent he or she is able, and working with providers to achieve desired health outcomes, including informing the LNPLC of any side effects or reactions to treatments
7. Asking questions if he or she does not understand the explanation of (or information regarding) his or her diagnosis, treatment, prognosis, and/or planned course of treatment, alternatives or associated risks/benefits, or any other information provided to him or her regarding services
8. Providing an explanation to his or her health care providers if refusing to (or unable to) participate in treatment, to the extent he or she is able, and clearly communicating wants and needs.

If your health care needs are urgent, we will attempt to accommodate you. Therefore, it is important that you let the receptionist know the nature of your health care concern in order to provide you with a timely appointment.

The Lakehead Nurse Practitioner-Led Clinic looks forward to meeting your health care needs.

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Signature

\_\_\_\_\_  
Date