**RNS Health Care Services Inc.**

# Client's Bill of Rights and Responsibilities

RNS Health Care Services Inc. is committed to providing a client-centered care delivery model, integrating the needs of families, patients, caregivers and health care providers, ensuring the highest level or coordinated and compassionate care to promote an improved quality of life and independence. To achieve the utmost highest standards, implementing clients' rights and responsibilities is vital.

## A client has the right to:

- be treated with courtesy and respect.
- be provided care that is centered on support and healing.
- be free from mental and physical abuse.
- be involved in all decisions regarding their care. Patients are partners in their care.
- be informed about the services they receive and who will be providing the service.
- give or refuse consent to services.
- receive professional care regardless of their diverse views, culture, spiritual traditions, gender identity, gender  expression, sexual orientation and abilities.
- have their personal and medical records remain confidential.
- see all held personal information and to give consent for information exchange.
- voice concerns or request changes to their services without fear of reprisals, interference, coercion or discrimination.
- know who to contact should they have comments or concerns.

## The client is responsible for:

- being available for services.
- being involved in and to follow their care plan.
- treating their Care Coordinator and Service Provider with courtesy and respect, free from discrimination and harassment.
- asking questions regarding their care.
- providing all of the necessary information to help with their care.
- following all safety recommendations and to operate all equipment and materials safely and correctly.
- following the suggestions given regarding activities of daily living.
- calling their Client Care Coordinator to inform of any changes in their situation that could affect visit schedules or care goals.
- ensuring that services and practices provided are held in a safe location.