

Martel + Mitchell

REHABILITATION

www.martelmitchell.ca

Patient Rights and Responsibilities Policy

Purpose: This policy clearly identifies patient rights and responsibilities and outlines the patient code of conduct.

As a patient at Martel + Mitchell Rehabilitation, you have the right to expect the following:

- You will be treated with respect, dignity, and consideration regardless of race, age, gender, sexual orientation, religion or disability.
- We will protect your privacy and confidentiality of personal health information.
- You will receive care in a safe environment.
- We will take reasonable steps to accommodate your disabilities.
- We will respect your cultural, spiritual and ethical beliefs.

As a patient at Martel + Mitchell Rehabilitation, we expect you to comply with the following:

- Treat all staff and other patients with dignity and respect, regardless of race, age, gender, sexual orientation, religion or disability.
- Be respectful of our equipment, facility and property.
- Be polite, professional, and mindful of the clinic's environment at all times.
- Respect the confidentiality of other patients in the clinic.
- Adhere to any other clinic-specific rules, regulations, and policies as outlined by the healthcare provider.

This code of conduct is designed to ensure that each patient's experience is beneficial, professional, and effective for all involved. Failure to adhere to the code may result in changes to the treatment plan or, in extreme cases, termination of services.

Main Clinic & Therapy Pool
760 Cassells Street
North Bay, ON P1B 4A4
T. 705-494-8975
F. 705-494-4836

Powassan Clinic
201-8 King St E
Powassan, ON P0H 1Z0
T. 705-724-9851
F. 705-724-9000

Mattawa Clinic
Box 70, 217 Sid Turcotte Park Rd
Mattawa, ON P0H 1V0
T. 705-744-5511 x 2244
F. 705-744-6021