

# GRANITE HEALTH SOLUTIONS

## Policy Template

Title: Client Rights & Responsibilities

Revision Level: 2

Doc#: P2000

Revision Date: January 8, 2014

Filename: Policy 2000 Client Rights & Responsibilities

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### **POLICY PURPOSE**

The purpose of this policy is to give direction on Granite Health Solutions ensuring proper process and procedural instructions for informing clients receiving health care services from Granite Health Solutions (made up of the brands Sibley & Associates, MDAC and trm) of their rights and responsibilities. It is also designed to provide guidance to Granite Health Solutions employees and Independent Contractors involved in providing health care services to clients.

### **POLICY**

It is the policy of Granite Health Solutions to recognize and respect the rights of all clients. Clients receiving health care services in Granite Health Solutions facilities shall be informed of these rights as well as their responsibilities.

### **PROCEDURE**

This written document outlining this policy shall be located in an easily accessible location at all Granite Health Solutions facilities where health care services are provided.

### **ADMINISTRATION AND INTERPRETATIONS**

For assistance in administering this policy, for answers to questions and clarification, you may contact the Manager of Executive Services and/or President of Granite Health Solutions.

### **CLIENT'S RIGHTS AND RESPONSIBILITIES**

#### **Client Rights**

1. **Respect and Dignity of Clients.** You have the right to be treated with respect and dignity. You have the right to considerate respectful care at all times and under all circumstances, with the recognition of your personal dignity and worth.
2. **Services without Discrimination.** Granite Health Solutions offers its services to clients without regard for race, color, sex, age, disability, medical condition, marital status, national or ethnic origin and religion.
3. **Informed of Your Rights and Responsibilities as a Client.** Every reasonable effort will be made to inform you of your rights and responsibilities as a client as early as possible during the course of your treatment.

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4. **Informed Consent.** You have the right to ask questions and participate in your health care by being provided appropriate information regarding your care. When not medically advisable to give you such information, the information shall be made available to a legally authorized individual. To the degree possible, you shall be given a clear, concise explanation of the assessment process, your condition and all proposed technical procedures, including the benefits, risks and reasonable alternatives (as applicable). You shall not be subjected to any assessment or procedure without your voluntary, competent, and understanding consent, or that of your legally authorized representative.
5. **Privacy and Confidentiality.** You have the right to every consideration of your privacy concerning your assessment/treatment. All communications and records relating to your assessment/treatment will be treated as confidential by Granite Health Solutions staff and any other party entitled to review of your records. Discussions, examinations and/or treatments concerning your care will be conducted discreetly and handled confidentially, giving reasonable visual and auditory privacy when possible.
6. **Know the Identity of Health Care Professionals.** You have the right, upon request, to be given the name of all health care professionals, including contractors and employees having direct contact with you concerning your assessment/treatment. All personnel will be properly identified.
7. **Communication.** You have the right to receive information in a clear, concise and understandable manner. If you do not speak English or if you have a hearing impairment, an interpreter (or signer) may be arranged prior to your assessment by your designated account representative to accommodate you during your assessment/treatment.
8. **Complaints, Comments and Compliments.** You have the right to submit complaints, comments or compliments about any aspect of your care to Granite Health Solutions facilities. Any employee or health care provider can be contacted regarding the process for filing a comment, compliment or complaint.

### CLIENT'S RESPONSIBILITIES

1. **Answer Questions Fully.** You or your designated representative has the responsibility to provide an accurate and complete history in order for you to receive an effective assessment/treatment.
2. **Cooperate and Communicate with Health Care Professionals.** You have the responsibility to participate in discussions and ask questions about your

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assessment/treatment. You have the responsibility to request further information concerning anything you do not understand.

3. **Respect and Consideration.** You have a responsibility to respect the rights, privacy and confidentiality of other clients. You have a responsibility to notify your provider as soon as possible if you must be late or cancel a scheduled appointment.

### COMPLAINT PROCESS

We take complaints by our clients, employees, medical assessors and staff very seriously. All complaints are treated with respect and we ensure that there complainants have freedom from abuse, financial or other exploitation, humiliation or neglect. Complaints will not result in retaliation or barriers to service.

Complaints may be submitted via our confidential email to [customerservice@granitehealthsolutions.ca](mailto:customerservice@granitehealthsolutions.ca) or phone at 1-800-363-8900. Request to speak to our Customer Solutions Coordinator. Alternatively the President of GHS will listen and respect all complaints. Client complaint / suggestion forms (Form 4150) are available in all reception areas and are also available upon request.

Every complaint is documented as an Improvement Action Requests (IARs) with **written feedback to the complainant within 24 hours**. Long term action plans are required within 30 days (if necessary). We utilize a standardized template for feedback to all complainants (Form 4151).

#### Improvement Action Requests (IARs)

IARs are documented cases where a request to improve our services has been received either externally (by a customer or a person served) or by a staff member within our organization. Both internal and external IARs are sent to our Customer Solutions Coordinator to be documented, investigated and tracked. Our goal is to resolve all IARs within 24 hours, preferably immediately. Upon documenting the IAR, the Customer Solutions Coordinator would identify a Manager who would be responsible for investigating the IAR and to implement resolutions in order to prevent the IAR from occurring again in the future. Our Customer Solutions Coordinator would gather all necessary information to resolve the complaint immediately and would communicate the corrective action to the customer or client.

The template used to document the IAR:

**Corrective Action (Immediate Action)** – Here is where our Customer Solutions Coordinator would document what happened. This would include the person or customer who made the

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complaint (requested improvement), when the error occurred, how we were notified, and any information that she can find to explain thoroughly what happened.

**Long Term Action (Ask Why 5 Times)** – Here, one of our Managers would explain how the error happened. Do we require more training? Does our customer or person served need more information from our office in order to have prevented the error? What needs to be fixed to prevent a repeat incident? We can document any tasks that need to be completed in order to rectify the error and can identify who would be responsible to complete these tasks and by what date the task should be completed.

**Follow Up For Effectiveness** – Here, one of our managers would identify if anything needs to be monitored and can identify any tasks that need to be completed (by who and when) in order to ensure the incident has been resolved.

#### **ANALYSIS OF FORMAL COMPLAINTS**

A formal analysis of all complaints is completed on a yearly basis by the senior leadership team at Granite Health Solutions. This includes looking at complaint trends and addresses areas needing performance improvement and actions to be taken. This is recorded in our strategic planning exercises.