

CLIENT BILL OF RIGHTS

LAMP Occupational Health Centre is committed to providing you prevention-oriented, compassionate, quality health care in accordance with the principles of professional practice and ethical conduct. This includes evaluation of your health problem; aid in helping you understand the cause and nature of your illness; referral to appropriate treatment; and recommendations to prevent further problems. The health care providers and Centre staff, through the application of knowledge and skills, strive to enhance the client's health, quality of life and capacity for independence.

Your rights have been outlined in LAMP's Service Agreement, however, as a client of our clinic, you also have a right to:

1. Be treated with dignity, respect and trust.
2. Know and consent to all tests and procedures before they are performed, including the right to decline health care services and to preserve and develop independence and self-determination.
3. Know the results of all tests and procedures.
4. Obtain a copy of your medical records, if requested.

We promise to:

1. Not release medical information about you to anyone outside of LAMP without your express written permission, except when we may be required to release your records:
 - a) if subpoenaed due to a legal action.
 - b) if required by public health authorities to report an occupational disease or if an emergency is found to exist and information in your record is necessary to prevent illness in others.
 - c) for continuous quality improvement review or medical research – only after information that would identify you is removed.
2. Provide information about workplace, health and social service benefits, as well as health and safety services, where applicable.
3. Help you improve health and safety at your worksite.
4. Provide information about laws protecting you and your health and safety on the job, including possible referral for legal advice, regarding any of the above.

Should you feel this Clinic does not meet these commitments, please contact our Executive Director at (416) 252-6471, ext 225.