



PARTNERSHIP OF CARE

(Patients' Charter of Rights & Responsibilities)

You and your chiropractor have an equal and vital role in the pursuit of your optimum health and well-being.

You have the right to expect your chiropractor to provide...

- ✓ ethical conduct of practice
- ✓ respectful, honest and clear communication in all aspects of care
 - provide a fulsome explanation and informed consent process of any examination, diagnostic test or treatment prior to its deliverance
 - communicate clearly an appropriate explanation and methods of the removal of any clothing for clinical purposes, including appropriate gowning methods, that respects the patient's privacy and dignity
- ✓ relevant, safe and supportive patient-centred care
 - deliver chiropractic care in a clinical, patient-centred and culturally-sensitive manner, without reference to personal or religious matters, and taking into consideration any sensitivities of the patient
- ✓ accurate and comprehensive records
- ✓ a private, clean, accessible setting for receiving chiropractic care, that respects any patient wishes
- ✓ accommodation and accessibility for disabilities and human rights, or alternative arrangements if accessibility is not possible
- ✓ an awareness of current health and well-being issues
- ✓ information about what chiropractic offers
- ✓ timely and necessary communication and/or referral to other health professionals
- ✓ timely transfer of records, when appropriate
- ✓ compliance with the College of Chiropractors of Ontario's (CCO) regulations, standards of practice, policies and guidelines (information is posted on CCO's web site at www.cco.on.ca)
- ✓ privacy and confidentiality
- ✓ behaviour and clarity regarding dignified professional boundaries
 - demonstrate increased sensitivity when chiropractic care involves the touching of a sensitive area of the body, with the patient's guidance and consent
- ✓ disclosure of real or perceived conflicts of interest
- ✓ a process for declining treatment and withdrawal of consent at any time
- ✓ full disclosure of policies, procedures and fees

Your responsibilities to your chiropractor are to provide...

- ✓ honest, accurate and full disclosure of all pertinent health information
- ✓ constructive feedback (positive/negative) regarding all aspects of care
- ✓ a cooperative commitment to your treatment plan
- ✓ compliance with office policies, procedures and fees
- ✓ courtesy and respect for the office environment, staff and other patients
- ✓ up-to-date contact information

CCO is the governing body established by the provincial government to regulate chiropractors in Ontario. Every chiropractor practising in Ontario must be a registered member of CCO.

For more information, please visit www.cco.on.ca.