



Patient's Rights & Responsibilities

*As a patient of ONE Fertility, you have the **RIGHT** to:*

1. Receive safe care in a timely manner.
2. Self-determination, dignity, respect, privacy and confidentiality.
3. Access to your health information.
4. Receive information about your health status, testing, and treatment options.
5. Refuse a test or treatment.
6. Receive information about possible consequences of refusing testing/treatment.
7. Decline to participate in research or withdraw from participation in research.
8. Confidential treatment of health records and personal information.
9. Receive information about the identity and role of ONE Fertility employees.
10. Treatment free of abuse, neglect, exploitation or discrimination.
11. Have concerns heard, reviewed and whenever possible resolved.
12. Maintain cultural practices and pursue spiritual beliefs.
13. Define the makeup of family and to include or not include family members in decision making.

*As a patient of ONE Fertility, you have the **RESPONSIBILITY** to:*

1. Participate in the development of your treatment plan by:
 - a) asking questions and seeking clarification when needed;
 - b) discussing your wishes, preferences and decisions with staff; and
 - c) taking an active role in following the treatment plan.
2. Notify ONE Fertility about personal/health status changes that may affect your care.
3. Treat staff and other patients with respect, free of abuse.
4. Use equipment in a safe and proper manner.
5. Report a violation of your rights. Please contact the Manager at (905) 634-4151, e-mail feedback@onefertility.com or complete a "Record of Complaint Form" available at reception.