

Clearpoint Surgical Toronto

Patient Charter of Rights and Responsibilities

Your Rights

Dignity & Respect

Be treated with courtesy and respect regardless of background, identity, or belief. Free from abuse or discrimination

Privacy & Confidentiality

Your personal health information is protected under PHIPA. Access your records and expect strict confidentiality.

Informed Consent

Receive clear information about your care. Give, refuse, or withdraw consent at any time without penalty.

Cultural & Spiritual Practices

Maintain your cultural identity and spiritual beliefs. Receive care that is culturally safe and non-judgmental.

Safe & Competent Care

Receive evidence-based care from qualified professionals in a safe environment with strong safety protocols.

Support Person & Advocate

Have a family member, support person, or advocate present. Access interpreters or communication support as needed.

Complaints & Feedback

Raise concerns about your care without fear. File a formal complaint and receive a timely, fair response.

Your Responsibilities

Share accurate information

- Tell us about your health history, medications, and allergies – completely and accurately
- Ask if anything is unclear
- Attend appointments and give notice to cancel

Respect others & our team

- Treat all staff, patients, and visitors with courtesy and respect
- Follow facility policies, including infection control and masking
- Respect others' privacy

Participate in your care

- Follow your agreed care plan and pre/post-op instructions
- Let us know if you can't follow through with a recommended treatment
- Share feedback to help us improve

Questions or Concerns?

Speak with any member of your care team, or call 416-572-5972
www.ClearpointHealth.ca