

IMPORTANT INFORMATION ABOUT HEALTH SERVICES INFORMED CONSENT TO HEALTH SERVICES

When you are receiving services, including both assessment and treatment, you have a right to be informed about the nature of the service and to decide whether or not you agree to receive the services.

You are entitled to information about the assessment of the health issue and a description of how the problem will likely progress. You should be informed of assessment and treatment options and the benefits and risks of each. You may want to ask more about the advantages and disadvantages of approaches and about the training and experience of the provider you are seeing. You have the option of choosing not to receive a service or treatment

On the other hand, some clients may ask for services that I do not believe are appropriate for the situation. While I am trained to respect the decisions of clients, I am not required to provide services that I do not think are appropriate.

If you are a minor (under 18 years of age), a parent or guardian will usually make decisions for you, but you will be asked to participate. In some circumstances you will have the right to make decisions yourself, and I can answer questions about this for you.

If you do not understand something, or have additional questions about your care...**please ASK!** It is the responsibility of the person providing health services to you to answer your questions to the best of his or her ability.

If you have a disagreement about the service that you receive that cannot be settled in discussion with the service provider, you may contact the professional body responsible the Canadian Counselling and Psychotherapy Association for information or to make a complaint.

PRIVACY AND CONFIDENTIALITY OF SERVICES

Your health information is private. Records about services you have received are kept by staff to assist in planning and tracking your care. Your health record information can only be provided to other persons with your written permission, in most cases.

You should be aware of the following exceptions:

1. Health care providers by law, must report any concern regarding a child in need of or potentially in need of protection. This usually refers to concerns about child neglect or abuse.
2. Health care records may be subpoenaed or demanded by a court for a legal proceeding. The health care provider involved may also be required to testify.
3. If there is a **serious** concern that an individual is intending to harm herself or himself or someone else, then health information related to that may be released to others (e.g., family, police, and individual at risk).
4. If you are applying for or receiving disability benefits through an insurance plan, the plan may require you to sign a permission form that allows the plan to request health information from your records.

ACCESS TO YOUR HEALTH RECORDS

In Manitoba the use of health information is governed by The Personal Health Information Act. The health care file belongs to the organization providing the service. Clients have the right to review the chart or to have a copy of it. A fee may be charged for copying. If a client finds an error in the chart, he or she may ask that a correction be added.