

Rights & Responsibilities of the Client & Health Professional

Client rights:

Clients have the right to know the qualification of their treating health professional. Clients have the right to see the health professional of their choice, refuse intervention, seek a further opinion, provide feedback or make a complaint. Coast Sport records such information in the client health record. If a client elects to go to another health professional, appropriate healthcare information will be provided if requested.

Client responsibilities:

For the best possible health outcomes, the client and the health professional need to share information openly. Clients need to provide the health professional with all relevant information about their presenting condition as well as any other information about their health that may affect options for intervention.

Clients should treat practice staff and other clients with respect, observe practice policies including the practice fee schedule, and communicate their needs, expectations and concerns in a timely manner.

Health professional rights:

Physiotherapists and other health professionals have the right to refuse to provide a service where there are reasonable and non-discriminatory reasons for doing so.

Health professionals have the right to discontinue intervention when a client has behaved in a threatening or violent manner, or there has been some other cause for a significant breakdown of the therapeutic relationship.

The practice has a policy for discontinuing a client's episode of care and the policy includes safety measures to protect staff, assistance with ongoing care, including referral to other health professionals, and clear documentation of the circumstances leading to the discontinuation of care.

Health professionals have the right to protect their professional reputations and to take reasonable steps to avoid any possible misunderstanding of professional boundaries.