

CONSENT TO SERVICE¹

Terms of Service

RAAM clinics are designed to provide timely access to care provided by a multidisciplinary team, which may include physicians, nurse practitioners, registered nurses, traditional healers, addiction counsellors, and peer support workers. The purpose of a team-based approach is to enhance the quality of care through a collaborative, holistic model of service delivery.

Confidentiality

All staff, students, and volunteers are bound by the policies of their respective agency and by the Personal Health Information Protection Act. Information about clients is entered into an information database. These systems are confidential, and access is limited to authorized personnel. Clinical data may be accessed for program evaluation or research purposes, accreditation review, or file audits.

Clinic staff may discuss aspects of your care that are relevant for service planning/support with one another. With your consent, RAAM staff may also discuss your care with other providers within the “circle of care,” such as your primary care clinician. All staff follow the standards of their professional organizations and the laws regarding the use and sharing of personal health information.

In order for us to release or obtain information about you outside of RAAM clinic partners, we must first ask your permission to do so. This permission will be documented in writing and recorded in your clinical file. At any time, you may revoke the Consent to Obtain and Release Information, preferably in writing.

There are some limits to confidentiality, required by law, where information may be given without your consent. Limits to confidentiality include:

- Threat to harm self and/or others;
- Sharing of information with other staff/medical professionals in an emergency situation;
- Suspected child abuse or neglect;
- Impaired driving ability;
- Court subpoenas or court orders;
- Sharing of information with clinic staff/service providers who, by virtue of their job, responsibilities, need to know.

¹ Adapted from materials provided courtesy of the Northwestern Ontario Regional RAAM Steering Committee.

Appointments

Drop-in services are available; however, follow-up appointments will be scheduled as appropriate. We strongly encourage you to keep your scheduled appointments or to contact the clinic as soon as possible if you are unable to attend an appointment and wish to rebook. The RAAM clinic is intended to be a short-term service. Clients will be transitioned to a primary care provider, community clinic, or other care setting when and as appropriate.

Access to Records

It is standard professional practice to keep a record of clinical activities such as medical treatments or counseling notes. You have the right to access information about you that is kept in your client record (also known as your personal health information). If you request a copy of any part of your clinical record, you will be asked to sign a release of information. A fee may be charged for this service.

Complaints and Concerns

If you have any questions, concerns, or comments about any aspect of our service, any of the RAAM clinic staff or management team would be pleased to meet with you.

Quality Assurance

It is important for us to know what you think about our programs and services. We may ask you to tell us your thoughts or to complete a questionnaire about our services. Your feedback will be held in the strictest confidence.

Signature

I, _____, understand this information and accept these Terms of Services.

Signature:

Date

Copy Given: Yes No

Please retain original on client record