



Patient and Family Health Team Partnership Agreement

PURPOSE:

Patient care is the center of all services provided by the Kapuskasing and Area Family Health Team. The Kapuskasing and Area Family Health Team is committed to providing patient and family centered care in collaboration with the patient. It is through a patient and healthcare provider partnership that compassionate care is provided in an environment that promotes comfort, healing, and mutual respect.

POLICY:

Expectations of the Patient and Healthcare Provider Partnership Agreement:

1. Patient and Healthcare Provider (doctors, nurses, social worker, physiotherapist, administrative assistant, receptionist etc.) will work together to provide the best possible care for the patient in a respectful environment.
2. Any rude, threatening, demeaning comments, or behaviors will be called out by the Healthcare Provider. Care may be terminated temporarily and possibly permanently if the Healthcare Provider feels uncomfortable. Care may resume when respectful behavior is observed, and respectful communication is used. Healthcare Provider will ask Patient to leave the clinic and reschedule their appointment if negative behaviors continue after requests have been made to stop.
3. Any physically threatening behavior demonstrated by the patient will result in the immediate termination of care by the Care Team until those behaviors cease. Care Team member will immediately contact Security.
4. Families are welcomed and recognized as an important part of a patient's recovery. However, the Kapuskasing and Area Family Health Team will not tolerate profanity, disruptive behavior, or any behavior that interferes with the care of any patient.
5. The Kapuskasing and Area Family Health Team has a zero tolerance for any alcohol or drug use at the clinic, abusive actions or language, or any other behavior that creates risk or threat to patients, families, visitors, or Healthcare Providers. Anyone, including families violating our zero tolerance policy will be asked to leave the clinic.
6. Social media is an excellent tool to raise public awareness about new and emerging health concerns or outreach campaigns. The Kapuskasing and Area Family Health Team encourages Patients to use social media responsibly for the benefit of everyone. Do not forget that patient care is private and social media is not the place to voice concerns publicly. Any concerns are to be directed to the Kapuskasing and Area Family Health Team or the Healthcare Provider directly. Confidential feedback is possible using the form located on the Kapuskasing and Area Family Health Team website (www.kapfht.ca).
7. Patients understand that social media is not an appropriate channel to communicate medical information with a Healthcare Provider. Social media is not secure and many health topics require one on one communication with your Healthcare provider.
8. Patients understand that healthcare is private and confidential. Healthcare inquiries should only be made during scheduled appointments. Healthcare providers will not engage in personal healthcare discussions in public locations.