

WHAT AM I ENTITLED TO WHEN I SEE A HEALTHCARE PROVIDER?

YOU HAVE A HUMAN RIGHT TO HEALTH.

THIS MEANS YOU HAVE A RIGHT TO:

NON-DISCRIMINATION & RESPECT

- Access services in a safe environment: no racism, classism, homophobia, transphobia, sexism, fatphobia, ableism, and slut shaming
- Have your chosen name and pronouns respected
- See a culturally competent provider who is knowledgeable about your specific needs
- Be treated with respect, dignity, non-judgment, and kindness
- Be heard, taken seriously, and ask as many questions as you want
- Be asked before being touched and to have your “no” respected

CONFIDENTIALITY & INFORMATION

- Confidentiality when it comes to your information and anything you share (and know about limits to confidentiality when they exist†)
- Know what is being recorded on your chart and who will be able to see that information
- Know exactly what will happen during an appointment AND to understand why
- Know who is treating you
- Be served in language you understand (including using plain language and ASL)

CHOOSE & REFUSE

- Choose how the clinic will communicate with you after your appointment
- Bring a support person or friend into your appointment
- Ask for a new healthcare provider without explanation
- Receive timely referrals if your current provider can't offer a service
- Choose the course of action best for you (including refusing any care or service†*)
- Share as much or as little information as you wish
- Refuse to have a student or observer present

REPORTING & ACCOUNTABILITY

- Report a provider that does not uphold these rights
- Access a clear and fair complaint and reporting process***

† There are a few instances when providers have a legal obligation to report what you have shared with them.

†† There are a few exceptions to this. In Quebec, the age of consent to (or to refuse) medical care is 14 and in New Brunswick, it is 16 years old.

††† Find out more: www.actioncanadashr.org/resources/sexual-health-info

Each clinic has different complaint and reporting procedures. For a list of Action Canada's youth-friendly certified clinics visit www.actioncanadashr.org/resources/services



Action Canada
for Sexual Health & Rights

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