

## **Kitchener Downtown Community Health Centre**

### **Type of Policy:**

- |   |  |
|---|--|
| <input type="checkbox"/> Administration (A)               | <input type="checkbox"/> Client Services General (CG)        |
| <input type="checkbox"/> Board of Directors (B)           | <input type="checkbox"/> Client Services Programs (CP)       |
| <input type="checkbox"/> Financial (F)                    | <input checked="" type="checkbox"/> Primary Care (PC)        |
| <input type="checkbox"/> Human Resources (H)              | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> Information Systems (I)          | <input type="checkbox"/> Diabetes Education Program (DEP)    |
| <input type="checkbox"/> KDCHC Governing Principles (K)   |  |
| <input type="checkbox"/> Occupational Health & Safety (S) | <input type="checkbox"/> Volunteers (V)                      |

**Policy No: PC1702**

**Title: Clients Requesting to Switch Primary Care Providers**

### **Policy**

KDCHC does not allow clients to switch from one primary care provider to another because they are dissatisfied with the service they have received.

Clients who are dissatisfied are asked to file a formal complaint as per Policy CG1103-Complaints. The Director of Primary Care will address the complaint.

**This policy will be posted to the KDCHC website.**

**Approved By: Eric Goldberg, Executive Director**

**Date: January 4, 2017**