

## 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"/> <b>Primary Care (PC)</b> |
| <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: PC 1201**

**Title: Primary Care Client Orientation**

### Policy

Orientation to the Kitchener Downtown Community Health Centre (KDCHC) services will be offered to clients but may vary depending on client needs.

### Procedure

#### KDCHC clients shall:

- Receive an orientation booklet from Reception which provides an overview of KDCHC and its programs and services.
- Receive an orientation by RN to KDCHC that matches the information they are interested in
  - The orientation can vary from a high level review of the orientation booklet to a more in-depth discussion about the Centre.
  - Service options will be discussed and identified and appropriate internal referrals may be made
- Be registered to the Centre which includes:
  - Completing and signing a registration form including privacy information
  - Having their information entered into the Electronic Health Record (EHR) which shall generate a unique chart ID # for each client.
  - Having their signed registration document scanned/incorporated into their record.
- Clients who are not registered to a clinical provider may have basic personal health information entered into the Centre's database and have related Centre policies applied in order to protect their privacy.

#### All Staff shall:

- Value the uniqueness of all clients
- Ensure that the needs and preferences of the persons served are at the Centre of all considerations, respecting the uniqueness of each individual
- Ensure that the rights of persons served to make decisions about service or support, including the right to refuse or discontinue service or support, within the limits set by service agreements
- Demonstrate respect for the values and beliefs of persons served
- Demonstrate commitment to engaging persons served in shaping programs and services
- Recognize the importance of, the client, their family, friends and community, as well as social, cultural and spiritual aspects as desired by the client
- Eligible persons are referred to the most appropriate person based on identification of need – service options would be discussed and identified and appropriate internal referrals may be made at that time.

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

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

**Date: January 4, 2017**