

Your Rights with Gotcare

At Gotcare, we are committed to providing you with safe, high-quality care that respects your dignity and choices.

Respect and Dignity

You deserve respect: You have the right to be treated with courtesy, dignity, and respect at all times.

No discrimination: We provide care regardless of your race, identity, creed, or ability.

Your preferences matter: We honor your cultural, religious, and personal preferences when planning and providing your care.

Your Information and Privacy

Clear information: You have the right to receive clear, accurate, and timely updates about your health and your care team.

Access your records: You can view or receive copies of your personal health information.

Manage your consent: You decide who can see your health data, and you can change or withdraw that permission at any time.

Keep it safe: We use high-security storage and strict "need-to-know" access to keep your personal data confidential.

Speak Up!

Voice your concerns: You have the right to share feedback or file a complaint through email, phone, or in person.

No fear of reprisal: Sharing a concern will never negatively impact the care you receive.

Stay updated: We will provide regular updates while we investigate and resolve your concerns.

Your Say in Your Care

Be involved: You have the right to participate in all aspects of your care planning, including setting your own health goals.

Make decisions: We use shared decision-making so you are always in control of your treatment and service options.

Request changes: You can ask for updates or changes to your care plan whenever your needs change.

Quality and Consistent Care

Professional standards: You have the right to safe, effective care that meets high professional and regulatory standards.

Smooth coordination: We work with your other providers to ensure your care is continuous and well-coordinated.

Questions or Concerns?

If you have questions about your rights or how your information is handled, please contact our Privacy Officer:

PHONE
1-888-819-1244 ext. 107

EMAIL
privacy@gotcare.ca

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