



# KixCare Family and Patient Rights and Responsibilities

**KixCare is committed to providing quality health care services responsive to you/your child(ren)'s needs. You play an essential role in collaboration with the KixTeam, and we encourage you to become familiar with your rights and responsibilities.**

## Care and Services

- To receive quality health care services in a safe environment.
- To obtain information on the type of health care services available and the expected wait time for these services.
- To ask for explanations and to know the risks and benefits of medication, treatment, or decisions regarding you/your child(ren)'s health.
- To understand the limitations of virtual healthcare.
- To understand the KixCare does not replace a primary care provider or provide primary care services.
- To refuse any care, services, or treatments suggested except in certain limited circumstances. If you do, you must understand the possible risks/consequences of the refusal.
- To collaborate with the staff to assess and improve you/your child(ren)'s health condition and to provide relevant information about needs.
- Follow the treatment plan established and agreed to with the healthcare provider.
- To notify the KixCare team if there are any changes in health conditions.
- Attend appointments on time or cancel them if necessary, with appropriate notice.

## Dignity and Respect

- To obtain the same care and the same services as any other person.
- To be treated with respect, courtesy, and understanding irrespective of age, color, race, sexual orientation, physical ability, culture, or other.
- To treat KixCare staff members with respect and to behave in a non-threatening manner towards them. We will not tolerate any form of violence or harassment.
- Treat others equally with respect irrespective of age, colour, race, sexual orientation, physical ability, culture, or other personal attributes.

## Information

- To be informed of you/your child's health condition, diagnosis, treatment, options, and prognosis in terms you can understand. This will allow you to provide informed consent.
- To be accompanied by a person of your choice at any time.
- To keep your personal log-in details/password safe and secure from others

## Confidentiality

- To privacy and to express your concerns about any matter regarding the confidentiality of your personal information.
- To keep contact information, including email address and health card number, up-to-date.
- To provide updates on personal matters that may impact care or consent for others to view and access your personal information.

## Financial Matters

- To ask questions about charges not covered by the Kix360 Membership, KixOne visit and your medical health care plan.
- To pay your invoices as per contractual obligations, keep up-to-date credit card information on file, and request cancellation if needed as per cancellation policy.

KixCare is a safe and supportive virtual platform for everyone. We are committed to providing a safe, healthy, secure, and respectful environment to work or receive care without violent, abusive, bullying, and aggressive behaviour.

### **KIXCARE HAS A ZERO-TOLERANCE POLICY FOR ALL FORMS OF ABUSE.**

We reserve the right to take appropriate measures, including requesting the end of your visit, cancelling your membership immediately, and preventing using any KixCare offerings if this policy is violated.

