

PATIENT RIGHTS



College of Audiologists and
Speech-Language Pathologists of Ontario
Ordre des audiologistes et
des orthophonistes de l'Ontario

As a patient, you're entitled to safe, quality, ethical care that meets professional standards and guidelines. So when you see a regulated audiologist or speech-language pathologist in Ontario, you can expect:

A **safe**, professional environment when you're waiting for and/or receiving services or treatments.

To be treated with **respect**, with care that considers your culture, beliefs, and what's important to you.

To be treated as a **partner** in making decisions about your healthcare.

Clear **communication** of any proposed treatment or procedure, including costs. You should feel comfortable asking questions or expressing concerns, and clearly understand what to do if your health changes.

To be asked for **consent** for any proposed treatment or service, which you can accept or refuse without feeling uncomfortable.

Complete **privacy** - your health information will remain confidential.

To learn more about your rights, practice standards & ethics, visit **caslpo.com/patientrights**

HAVE CONCERNS ABOUT YOUR CARE?

Contact CASLPO, Ontario's regulatory body for audiologists and speech-language pathologists if you have questions, concerns or complaints about an audiologist or speech-language pathologist's practice or behaviour. **caslpo.com**