



DEER LODGE CENTRE

Making lives better

Informed Consent for Services at the Winnipeg OSI Clinic

Welcome to the Winnipeg Operational Stress Injuries Clinic. The Winnipeg OSI Clinic is part of a national network of clinics designed to serve eligible CF members, former CF members, veterans, and RCMP with operational stress injuries. Services may also be offered to family of these clients. Services include assessment (for the purposes of disability applications and/or treatment planning) and treatment (including individual, family, and group therapy). An interdisciplinary team consisting of a nurse, social worker, 2 psychologists, and psychiatrist provide services. You will likely interact with most members of this team during your time here.

Clinical staff will review with clients information about their assessments (for example, why they are doing certain types of testing), a description of how the problem will likely progress, and treatment options, including the benefits or risks of each. You may want to ask more about the advantages and disadvantages of approaches and about the training and experience of the clinician you are seeing. You have the right to refuse services at this clinic.

Should you not be eligible for services at the OSI clinic, clinic staff will inform the referral source and let you know of the outcome. Any alternate services, which may be of help to you, will be forwarded to you and the referral source so the referral source may facilitate a more appropriate provider for you.

Some clients may ask for services that the health care team does not think are appropriate for the situation. While staff are trained to respect the decisions of clients, they are not required to provide services that they do not think are clinically appropriate for that client.

If you do not understand something, or have additional questions about your care, please ask! It is the responsibility of the person providing health services to you to answer your questions to the best of his or her ability.

If you feel you are not getting all the information you need, and cannot resolve it with your health care provider, or you have a disagreement that cannot be settled, you can call Michael Kaan, Manager of the OSI clinic at 831-3422 or the Deer Lodge Centre Patient Representative's Office at 831-2112.

Confidentiality

Your health information is private, and staff in Manitoba health facilities are trained to maintain that privacy. Records about services you have received are kept by the facility to assist in planning and tracking your care. Access to these records is limited to the staff and trainees involved in your care, and to health care staff who review records to ensure that standards have been followed. To ensure an adequate quality of care, team members may exchange information with the people who referred you to Deer Lodge Centre and other health professionals who are currently providing services to you. However, your health record information can only be provided to other persons with your written permission, in most cases.

You should be aware of the following exceptions:

1. Health care providers, by law, must report any concern regarding a child in need of or potentially in need of protection. This usually refers to concerns about child neglect or abuse.
2. Health care records may be subpoenaed or demanded by a court for a legal proceeding. The health care provider involved may also be required to testify.
3. If there is a serious concern that an individual is intending to harm herself/himself or someone else, then health information related to that may be released to others (e.g., family, police).
4. Health care records may be used for research, teaching or clinical review by authorized personnel. In the case of research, information identifying the person is removed in order to maintain privacy.
5. If you are applying for or receiving disability benefits through an insurance plan (including VAC pension), the insurance company may require you to sign a permission form that allows them to review health information from your records. The Deer Lodge Centre OSI Clinic will also require you to sign a consent form allowing an exchange of information with the person who referred you.
6. Given the interdisciplinary team approach that this clinic uses, information regarding your care will be shared between the clinicians at this OSI clinic. This includes information shared at interdisciplinary team meetings for the purposes of treatment planning and care review.

Research

From time to time, the OSI Clinic at Deer Lodge Centre may become involved in a research project. You could be asked to participate on a voluntary basis. It is your right to refuse to participate in any research project. Refusal will not affect your care at this clinic.

Record Review

In Manitoba, the use of health information is governed by The Personal Health Information Act and, in designated mental health facilities, by the Mental Health Act. The OSI clinic chart belongs to the WRHA. Clients have the right to review the chart or have a copy of it. A fee may be charged for copying. If a client finds an error in the chart, he/she may ask that a correction be added.

If you would like to review your chart, please talk to your health care provider first. You may also contact Deer Lodge Centre Health Information Services directly. You will be asked to make a request in writing. An officer of the facility is required to review the request. Sometimes some information may be withheld if considered to be harmful or to reveal confidential information about another person. A client may appeal this decision.

My signature below signifies that I, _____, understand and accept the conditions listed above.

Signature: _____ Date: _____

Witness Signature: _____ Date: _____