

The College of Optometrists of Ontario believes that you and your optometrist have equal and collaborative roles in achieving your optimum vision health.

AS A PATIENT, YOU HAVE THE RIGHT TO:

- quality optometric health care
 - be treated with dignity and respect
 - a full explanation, in readily understandable terms, about your diagnosis, treatment, prognosis and treatment alternatives
 - refuse treatment or seek another opinion if desired
 - appropriate consultation, or referral, when indicated
 - privacy and confidentiality of your records
 - timely access to your records upon request
 - communicate your concerns regarding the care you received
 - attention in an urgent or emergency situation
 - request a copy of your optical prescription at the time it has been determined and to have the prescription filled where you choose
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AS A PATIENT, YOU HAVE THE RESPONSIBILITY TO:

- seek optometric care promptly
 - provide honest and full disclosure of your medical history
 - provide up to date contact information
 - ask about anything you do not understand
 - follow health advice and optometric instructions
 - report any significant changes in symptoms or failure to improve
 - respect clinic policies, including keeping appointments or cancelling them in advance
 - seek non-emergency care during regular business hours
 - provide any constructive feedback about services and policies
 - remit payment for services not covered by government agencies (for example, OHIP)
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The College of Optometrists of Ontario is the regulatory body established by the government of Ontario.

Every optometrist practicing in Ontario must be a registered member of the College.

**If you have any questions regarding your treatment or care, contact the
College of Optometrists of Ontario at 1-888-825-2554**