

Your Rights as a 2SLGBTQIA+ Patient at UHN

A brief overview

Read this brochure to learn:

- What your rights are
- How your rights are protected
- Who to speak to if your rights are not respected
- Where to find more information



What are my rights?

Like all patients at UHN, you have the right to:

- Receive care that is respectful, supportive and equal to the care other patients receive.
- Self-identify your sex, sex assigned at birth, gender, orientation and pronouns. You can choose not to share this information, except when it is medically required.
- Have your chosen or preferred name, gender and pronouns used when referring to you in all conversations and most records, except where legal name is required (such as consent forms or documents using OHIP card details).
- Use and access UHN services, programs and facilities that align with your gender identity, where they are available.
- Have your name, sex, gender, orientation or pronouns changed in your UHN health record, at your request.
- Have your sex, gender, orientation and medical history kept private under the Freedom of Information and Protection of Privacy Act (FIPPA).
- Correct your health care team if they use the wrong name, gender or pronouns, without it affecting your care.

Important: The information you give us and your medical history are documented in your UHN health record. Anyone with access to your health record can see this information, including UHN staff providing you care and people you have given permission to access your myUHN portal account.

To see your UHN health record or to request a change, contact Health Records at 416 946 4501 extension 4711 or HealthRecordServices@uhn.ca.

How are my rights protected?

Anyone working, learning or providing services at UHN must follow UHN policies. Some of these policies protect your rights and help make sure you are treated with dignity and respect. These policies align with Ontario's Human Rights Code (OHRC) and applicable laws.

Some actions that go against UHN policies include:

- purposely or repeatedly using the wrong name, gender or pronouns (psychological abuse)
- providing less or a lower quality of care (neglect)
- making unwelcome, humiliating, offensive, threatening or degrading comments (verbal abuse)
- unnecessarily causing bodily harm, injury or discomfort (physical abuse)
- failing to report witnessed or suspected abuse, discrimination, harassment or violence toward a patient
- requiring proof of your gender or sex (such as asking for government-issued identification ID)
- denying or restricting you from accessing programs, services and facilities that align with your gender identity
- documenting or changing your gender, sex, pronouns or orientation in your health records when you have not requested the change
- not updating your UHN health record within 10 business days when you ask us to change your preferred name, pronouns, gender or orientation

Email FOI@uhn.ca to request a copy of the Gender Identity policy (Policy Number 2.50.009) and Immediate Response to Abuse of Patients policy (Policy Number 3.40.021) for more information.

Who can I speak to if my rights are not respected?

Contact Patient Relations at 416 340 4907 or PatientRelations@uhn.ca if you have concerns about your UHN experience.

If you are Indigenous: you may find it helpful to speak with the Indigenous Health Program.

We are an Indigenous-led program that supports and advocates for UHN patients and their families who identify as First Nations, Inuit and Métis. To connect, please email IndigenousHealth@uhn.ca. No referral required.

If you have concerns about healthcare decisions related to your care:

ask about UHN's Bioethics Consultation Service. A bioethicist can help you and your care team identify problems, make issues clearer, explore care options and set goals and plans. Anyone can ask to have a Bioethics Consultation Service including patients, families and staff. Bioethics services are confidential and free.

Find more info

Read our full guide [What Transgender, Nonbinary and Genderqueer Patients Can Expect at UHN](#) to learn:

- what to expect when at UHN
- what to do if you have concerns about your care
- what services at UHN can support your care
- what support services are available outside the hospital



Have feedback about this document?

Please fill out our survey. Use this link: surveymonkey.com/r/uhn-pe

Visit www.uhnpatienteducation.ca for more health information. Contact pfep@uhn.ca to request this brochure in a different format, such as large print or electronic formats.

© 2024 University Health Network. All rights reserved. Use this material for your information only. It does not replace advice from your doctor or other health care professional. Do not use this information for diagnosis or treatment. Ask your health care provider for advice about a specific medical condition. You may print 1 copy of this brochure for non-commercial and personal use only.