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**DIAGNOSTIC SERVICES OF MANITOBA INC.  
BOARD OF DIRECTORS POLICY**

**Policy Name:** Treatment of Clients

**Number:** EL-6

**Policy Type:** Executive Limitations

**Date Approved:** Nov. 13, 2003

**Date Revised:** April 14, 2005

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The CEO shall not cause or allow conditions, procedures or decisions that are unsafe, unduly undignified, unnecessarily intrusive, that fail to provide adequate confidentiality or privacy, or that otherwise jeopardize the quality of care or service to clients or potential clients. Accordingly, the CEO shall not:

1. Cause or allow conditions, procedures or circumstances, which are unsafe or disrespectful.
  - 1.1. Permit new staff to begin work without adequate orientation to the organization's policies and procedures.
  - 1.2. Allow any service area to operate without appropriate and properly functioning equipment.
  - 1.3. Permit programs to operate without appropriately qualified staff.
  - 1.4. Fail to protect clients from abuse.
2. Fail to ensure that client confidentiality is respected and maintained:
  - 2.1. Use methods of collecting, reviewing, storing or transmitting client information that fail to protect against improper access to the information elicited.
  - 2.2. Maintain facilities that fail to provide a reasonable level of privacy, both aural and visual.
  - 2.3. Fail to ensure that policies are in place, which protect client rights and confidentiality during clinical research.
  - 2.4. Fail to comply with Provincial and Federal Statutes.
3. A) Fail to establish an informed consent process that provides clients with a clear understanding of what may be expected and what may not be expected from the service offered.

- B) Fail to have an informed consent policy, the minimum criteria being (a) well educated staff to support it and (b) having a guide to diagnostic services including a contact point for questions or complaints.
- 4. Fail to provide an appeal process for those who believe they have not been accorded a reasonable interpretation of their rights under this policy.
- 5. Fail to monitor and manage critical clinical occurrences.