

YOUR RESPONSIBILITIES

You have the responsibility to:

- Find out about your condition and treatment. Ask questions and consult with relevant health service providers.
- Find out the range of treatment that may be available to you.
- Know your medical history including details of any medication you are taking
- Answer questions about your health frankly and honestly
- Discuss any problems you feel may be affecting your health or medical condition.
- Provide comprehensive and accurate health information to enable optimal care.
- Cooperate fully with the doctor and clinical team in all aspects of your treatment.
- Follow your treatment and inform your provider when you are not complying.
- Keep appointments or let the provider know when you are unable to attend.
- Pay the fees of your attending doctor and those of the Day Surgery. (Some or part of these may be claimed on Medicare or from your private health fund).
- Consider the rights of other patients and staff members. If you are aware of a particular condition that may cause undue harm to other patients or staff, this should be disclosed at time of admission. When a health care worker becomes aware that a risk to public safety exists while managing a patient, they will be excused from breaching confidentiality when they disclose information about this risk in order to protect the public (NSW Health Guidelines).

PRIVACY

You have the right to:

- Privacy. Any discussion or consultation involving your care will be conducted discreetly. Individuals not directly involved in your care will not be present without permission.
- Confidentiality by medical and other Day Surgery staff of all communication and records pertaining to your care unless the law requires that such information be provided, or if the information is required for treatment or quality monitoring purposes
- Refuse to talk to or see anyone.
- Decide if you wish to see visitors. If you do not wish to have visitors please inform the Nursing Unit Manager.



1a Northcote Rd Hornsby NSW 2077

Telephone: 02 9476 2900 Facsimile: 02 9476 2921

info@hornsbydaysurgery.com.au www.hornsbydaysurgery.com.au

Rights and Responsibilities



RIGHTS AND RESPONSIBILITIES

The San Day Surgery Hornsby is committed to delivering the highest possible standard of health care. As a patient you have certain rights when seeking medical treatment and care; you also have responsibilities related to that treatment and care.

YOUR RIGHTS

Access to Care

You have the right to:

- Receive treatment appropriate to your health needs;
- Request a doctor of your choice;
- Request a second opinion

Standards of Health Care

You have the right to:

- Treatment directed and supervised by competent and qualified health professionals;
- Know the names and professional status of staff providing care;
- Dignity, Courtesy and Respect in all interactions with staff;
- Care, Treatment and Service which is sensitive to your cultural and religious values & beliefs;

- Reasonably refuse care from an individual staff member (however the Day Surgery may not be able to provide an appropriate alternative).

Parent & Child

You have the right to:

- Exercise all rights if you are the parent or guardian of a child.
- Choose to stay with your child at all times, except when clinical reasons dictate.
- Make decisions regarding consent to treatment if your child is less than 14 years. After this age children may seek treatment and provide consent or make decisions jointly with their parents.

Resolution of Concerns

- If you have concerns about any aspect of your care you have the right to make a complaint. The Day Surgery welcomes feedback. In most cases, the Nurse Unit Manager or Manager should be able to address any problem you may have experienced whilst in our care;
- Your care will not be adversely affected by making a complaint.

If you feel your concerns are not being adequately addressed you can contact the Health Care Complaints Commission on 02 9219 7444 or Private Health Insurance Ombudsman on 02 9261 5855.

Right to Information

You have the right to:

- Know what happens to the information we collect about you. The San Day Surgery primarily uses your information to provide you with medical treatment and care.
- Access the information contained in your medical record. You may choose to view your record under supervision, or to request relevant information to be photocopied. For assistance contact the Day Surgery Manager. You may be charged a fee.
- Request an amendment to your personal information if you believe it to be incorrect, incomplete or inaccurate.

Informed Consent

You have the right to:

- Refuse recommended treatments;
- Choose which of the treatments offered you wish to take;
- Withdraw consent to treatment at any time;
- Refuse to have treatment which is experimental;
- Leave the Day Surgery at any time. If you leave without Day Surgery consent, you are responsible for any injury or illness caused or aggravated by your own action;
- Provide consent before any treatment commences except in circumstances permitted by law;