

PATIENT RIGHTS

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WHAT THIS MEANS

Access to Care

I have a right to access health care.

I will receive treatment appropriate to my health needs.
I can request a doctor of my choice, and request a second opinion.

Safety

I have a right to receive safe and high quality care.

I will receive safe and high quality health services provided by professional, caring and competent staff.

Respect

I have a right to be shown respect, dignity and consideration.

I will be provided with care that shows respect to me and my culture, beliefs, values and personal characteristics.

Communication

I have a right to be informed about services, treatment, options and costs in a clear and open way.

I will receive open, timely and appropriate communication about my health care in a way I can understand.
I will be asked to consent to all treatment except when circumstances prevent this.
I have the right to refuse recommended treatments, refuse experimental treatment, choose which treatments I wish to take, and withdraw consent to treatment at any time.

Participation

I have a right to be included in decisions and choices about my care.

I may join in making decisions and choices about my care and treatment plan.

Privacy

I have a right to privacy and confidentiality of my personal information.

My personal privacy will be maintained and proper handling of my personal health and other information is assured.
I have the right to access information contained in my medical record. While in the centre – contact the Nursing Unit Manager. After discharge – contact the San Day Surgery Manager.

Comment

I have a right to comment on my care and to have my concerns addressed.

I can make positive and negative comments about my care, and have my concerns dealt with properly and promptly.

Parental Rights

I can exercise my rights as a parent or guardian of a child.

I can choose to stay with my child at all times except when the provision of health care precludes this.
I can make decisions regarding consent to treatment of my child if they are under 14 years of age.
From the age of 14, children may seek treatment and provide consent or make decisions jointly with their parents or guardian.

PATIENT RESPONSIBILITIES

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WHAT THIS MEANS

Safety

Tell us of your safety concerns.

You should let staff know if you think something has been missed in your care or that an error might have occurred.

You should explain any circumstances that may make your health care riskier or any other safety concerns that you have.

Respect

Consider the well-being and rights of others.

You should always respect the well-being and rights of other patients, consumers and staff by conducting yourself in an appropriate way. This includes respecting the privacy and confidentiality of others.

Patients and their visitors are requested to be respectful to all health care professionals who care for them. Verbal and physical abuse will not be tolerated.

You should respect hospital property, policies, regulations and the property of other persons.

Communication

Provide information regarding your medical history and ask questions.

Be as open and honest with staff as you can, including giving comprehensive & accurate details of your medical history, past surgeries and all medications you may be taking.

Ask questions of staff if you would like more information about any aspect of your care.

Participation

Follow your treatment, cooperate and participate where able.

Where possible you should take an active role in your health care and participate as fully as you wish in the decisions about your care and treatment. Your family can also be actively involved.

You should endeavour to follow your treatment, and inform your health provider when you are not complying with your treatment.

You should cooperate fully with the doctor and clinical team in all aspects of your treatment.

You must let staff know if there are changes to your condition or new symptoms.

You should keep appointments or let the health provider know when you are not able to attend.

Advanced Care Directive / Power of Attorney / Guardianship

Please inform your health professional if you have a current Advance Care Directive or Power of Attorney for any health or personal matters, or if you are subject to a guardianship order.

Pay Fees

You should promptly pay the fees of the hospital & your attending doctor.

Complaint / Feedback

You should direct any complaint to a staff member or the Manager so that immediate and appropriate action can be taken to remedy your concern.