

DO YOU KNOW YOUR RIGHTS?

PATIENT RIGHTS

ACCESS TO CARE

You have a right to access health care

SAFETY

You have a right to receive safe and high quality care

RESPECT

You have a right to be shown respect, dignity and consideration

COMMUNICATION

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

PARTICIPATION

You have a right to be included in decisions and choices about your care

PRIVACY

You have a right to privacy and confidentiality of your personal information

COMMENT

You have a right to comment on your care and to have your concerns addressed

PARENTAL RIGHTS

You can exercise your rights as a parent or guardian of a child

PATIENT RESPONSIBILITIES

ADVANCE 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

SAFETY

Tell us of your safety concerns

RESPECT

Consider the wellbeing and rights of others

COMMUNICATION

Provide information regarding your medical history and ask questions

PARTICIPATION

Follow your treatment, cooperate and participate where able

PAY FEES

You should promptly pay the fees of the hospital and 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

HOW TO MAKE A COMPLAINT OR COMPLIMENT

You should contact the manager or person in charge for problems experienced during your stay.

If you would like to speak to someone after discharge please telephone San Day Surgery Hornsby on (02) 9476 2900 and ask to speak to the Manager.

For further information, please refer to the Patient Rights and Responsibilities Brochure, or contact a staff member.

San Day Surgery Hornsby supports the Australian Charter of Healthcare Rights and welcomes your feedback.

