

Patient rights & responsibilities

How to make compliments, raise concerns or complaints about your care



Sydney Adventist Hospital
Dalcross Adventist Hospital
San Day Surgery Hornsby



Adventist HealthCare
yours for life



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Adventist HealthCare Limited is owned by the Seventh-day Adventist Church, and is a 'not-for-profit' organisation that operates a number of healthcare businesses including Sydney Adventist Hospital, Dalcross Adventist Hospital, San Day Surgery Hornsby, San Radiology and Sydney Adventist Hospital Pharmacy.

The organisation originated with the opening of 'Sydney Sanitarium' in 1903 - a place of health and healing where people learned to stay well. Sydney Adventist Hospital, fondly referred to as 'the San', is NSW's largest private hospital and remains the organisation's Australian flagship institution as it grows its services to meet community needs.

Caring for our patients' needs is our first priority. This spirit of caring is reflected in our mission, 'Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves'. We aim to care for individuals in a holistic manner, promoting healthy living, providing state-of-the-art acute healthcare, and touching people's lives through our compassionate and expert care.



Adventist HealthCare is committed to providing the highest possible standard of health care throughout all of our facilities.

We respect the rights of individuals, and promote involvement of our patients and their families with their healthcare.

We welcome feedback from our patients to assist us with enhancing our services.

Adventist HealthCare supports the Australian Charter of Healthcare Rights which specifies the rights of patients and consumers when seeking or receiving health care services.

This charter has been adapted to form the Rights & Responsibilities as outlined in this brochure.

Please take the time to read this information, and if you have any questions I encourage you to speak with one of our staff.

Philip Currie

**Chief Executive Officer
Adventist HealthCare Limited**

PATIENT RIGHTS

PATIENT RIGHTS	WHAT THIS MEANS
Access to Care You have a right to access health care	You will receive treatment appropriate to your health needs. You can request a Doctor of your choice, and request a second opinion.
Safety You have a right to receive safe and high quality care	You will receive safe and high quality health services provided by professional, caring and competent staff.
Respect You have a right to be shown respect, dignity and consideration	You will be provided with care that shows respect to you and your culture, beliefs, values and personal characteristics.
Communication You have a right to be informed about services, treatment, options and costs in a clear and open way	<p>You will receive open, timely and appropriate communication about your healthcare in a way you can understand.</p> <p>You will be asked to consent to treatment except when circumstances prevent this.</p> <p>You have the right to refuse recommended treatments, refuse experimental treatment, choose which treatments you wish to take, and withdraw consent to treatment at any time.</p>

Participation

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

We encourage you to participate in making decisions and choices about your care and treatment plan.

You have the right to give or withhold your permission for treatment.

Privacy

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

Your personal privacy will be maintained and proper handling of your personal health and other information is assured.

You have the right to access information contained in your medical record. While in hospital – contact the Nursing Unit Manager
After discharge:

Sydney Adventist Hospital & Dalcross Adventist Hospital: Please contact the Medical Records Department at Sydney Adventist Hospital, and for San Day Surgery Hornsby: Please contact the Director.

Comment

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

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

Parental Rights

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

You can choose to stay with your child at all times except when the provision of healthcare precludes this.

You can make decisions regarding consent to treatment of your 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

PATIENT RESPONSIBILITIES

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 healthcare riskier or any other safety concerns that you have.

Respect

Consider the well-being and rights of others

You should always respect the wellbeing 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 healthcare 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 and 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 healthcare and participate as fully as you wish in the decisions about your care and treatment. We also encourage your family, other carers or chosen support person to be actively involved. With your consent, they can also receive information and be involved in making decisions about your care with you.

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.

Patient Responsibilities continued from previous page

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.

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 of the area so immediate and appropriate action can be taken to remedy your concern.

If you would like further information on the Australian Charter of Healthcare Rights (including information provided in different languages), please visit: www.safetyandquality.gov.au

If you would like to request access to support services (such as interpreters and support groups), please contact the manager or person in charge.

Teaching hospitals

An important component of Adventist HealthCare's role in meeting community healthcare needs is the provision of clinical education and placements for medical, nursing and other allied health trainees. Participation of trainees may include observation and involvement in your care while under appropriate supervision.

You are free to refuse to allow a trainee to participate in your care at any time. Your refusal will not adversely affect the treatment you receive.



How to make compliments or complaints about your care

Compliments

We welcome your feedback. Feedback forms are available in your room / treatment area, on our websites or ask a staff member.

The form can be mailed, faxed or sent by email (please refer to contact details on the back page).

Complaints/ Concerns

You have a right to make comments or complain about your care. We welcome your feedback and will appoint an appropriate person to address your concerns.

Your care will not be adversely affected by making a complaint.

Who to Contact regarding Complaints/ Concerns

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

Should you want to speak with someone outside the department:

Sydney Adventist Hospital	1) Phone: (02) 9487 9888 and ask to speak to the Assistant Director of Nursing or the Quality Management Department.
Dalcross Adventist Hospital	2) See contact details on next page.
San Day Surgery Hornsby	3) See contact details on next page.

It is always best to try and resolve your complaint with your health service provider. If you have tried this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commission at www.hccc.nsw.gov.au



CONTACT DETAILS

Sydney Adventist Hospital Quality Management

185 Fox Valley Road Wahroonga NSW 2076

Phone 02 9487 9888 Fax 02 9473 8344

Email customerfeedback@sah.org.au

www.sah.org.au

For access to medical record information post discharge from Sydney Adventist Hospital & Dalcross Adventist Hospital contact: Medical Records Department. Phone 02 9487 9390.

Dalcross Adventist Hospital

Director

28 Stanhope Road Killara NSW 2071

Phone 02 9932 6600

Email customerfeedbackDAH@dah.org.au

www.dah.org.au

San Day Surgery Hornsby

Director

1a Northcote Road Hornsby NSW 2077

Phone 02 9477 8888

Email customerfeedbackSDSH@sah.org.au

www.sandaysurgery.com.au

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