

Your Rights and Responsibilities

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Health Rights as outlined below.

I HAVE A RIGHT TO:

ACCESS

- Healthcare services and treatment that meets my needs

SAFETY

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

PARTNERSHIP

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

INFORMATION

- Clear information about my condition, the possible benefits and risks of different tests and treatments so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance when I need it to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

PRIVACY

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

GIVE FEEDBACK

- Provide feedback or make a complaint without it affecting the way I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

YOUR RESPONSIBILITIES AS A PATIENT

The doctors and staff also rely on your help to obtain the best results from your health care. We ask that you:

Arrange a companion to drive you home and remain with you for 12 hours after your procedure.

Provide to the best of your knowledge, accurate and complete information about your current medical problems, previous illnesses, visits to hospital or any other matters relating to your state of health in order to help our staff care for you.

Report any changes in your health.

Let us know what prescription, over-the-counter medicines or natural supplements you are taking and if you use tobacco, alcohol or other drugs.



Advise us of any allergies to medication, food or other causes.

Cooperate with staff providing treatment in order to aid your speedy recovery.

Respect the centre's regulations and policies.

Respect the dignity of other patients, visitors and surgery staff, and their rights and responsibilities.

Respect the property belonging to other people at the surgery.

Report any unsafe conditions to your nurse or to the nurse in charge.

If you are uninsured, you are responsible for the payment of the day hospital fee and other fees which are not claimable through Medicare for a same day admission.

If you are privately insured, you are responsible for your excess, or any co-payments at admission and any other fees not included in your health fund policy.

Direct any complaints to a staff member so that appropriate steps can be taken to remedy the problem.