

Your Rights

The Australian Charter of Healthcare Rights tells you what you can expect from the services and what to do if you have a question or concern.

You have the right to:



Access:

You have the right to the care you need, regardless of your ability to pay. Getting the care you need may mean referral to a different service.

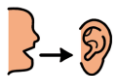
Safety:

You have the right to feel safe, clean and comfortable while in our care. Please tell the staff if you have a concern or if you think a mistake is being made. Your right to safe, quality care relies on you giving us the information we need to treat you, and us telling you what you need to know to make decisions about your care.



Respect:

You have the right to be treated with respect, dignity and consideration. The Health Care Service should be safe, clean and comfortable and, as much as possible, allow you personal privacy. You have the right to be treated in a way that respects your culture and beliefs.



Communication:

You have the right to clear, understandable information – and to ask questions – about your condition, treatment options, expected outcomes, side effects and cost. You have the right to seek a second medical opinion.

You have the right to request an accredited interpreter at important points during your care.



Participation:

You have a right to take an active role in your health care, and to participate in decisions about your treatment. You have the right to refuse treatment, although there are some circumstances in which you may be regarded as unable to give informed consent or refuse treatment.

You may leave the service against your doctor's advice, however, you may be asked to sign a form accepting responsibility for your decision. You have the right to withdraw consent at any time if you change your mind without fear of retribution.

You have the right to have your family and other carers involved in your care, and appoint someone to make medical decisions for you, if you lose the capacity to do so.



Privacy:

Laws protect the privacy of your information. Sometimes we need to share information with others involved in your care. Everyone involved is legally required to keep your information confidential.

You have the right to say what happens to your personal health information. You can restrict access to your health record, but this may affect our ability to give you the best possible care.

You have the right to see your health record. Please tell us if any information is incorrect or incomplete. In some cases you may be given only part of your record. If so, you have the

right under Freedom of Information laws to apply for a complete record.



Comment:

You have the right to give positive or negative feedback, ask questions and make a complaint about your care. We will make every attempt to resolve your concerns openly and fairly.

If you choose not to have our service, this will in no way affect your ability to access future care. You may resume services at any time.

It is always best to try and resolve concerns with us first. Please ask to speak to the Nurse Unit Manager or the Director of Nursing if you are unsatisfied with your doctor, staff or the treatment being provided. If you have tried this avenue and are still unsatisfied, you can make a complaint to the Health Services Commissioner.

More Information:

The service is able to provide you with a report on how they are improving their quality. If you have ideas about how services could improve please let staff know.

Your Responsibilities

You have the responsibility to:

Work with your treating team by providing relevant information about you and circumstances that may influence the care we provide to you. This includes informing staff if you believe your condition is not improving as expected or if you experience any new symptoms.

Treat the staff with respect and dignity at all times.



Contact Information:

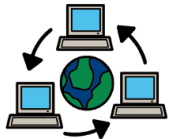
The Health Services

Commissioner can give you further information on the Public Hospital Patient Charter or help you with a health care complaint. The contact details are:

Health Services Commissioner
30th Floor
570 Bourke Street
Melbourne VIC 3000



Toll Free: 1800 136 066
Ph: (03) 860 15200



E-mail: hsc@dhs.vic.gov.au



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References:

May 2011 DHS Australian Charter of Healthcare Rights in Victoria

2006 Charter Human Rights and Responsibilities Act



Client Rights and Responsibilities



Our Vision

Leading our community towards better health

Ph: (03) 58 669444

