

MY HEALTHCARE RIGHTS

These rights are based on the second edition of the Australian Charter of Healthcare Rights.

These rights apply to all people in all places where health care is provided
in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care

As a patient of our practice, you 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

RESPECT

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

PARTNERSHIP

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose & 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 & 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 & what is being done to make care safe

PRIVACY

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

GIVE FEEDBACK

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

