

## Your Responsibilities

### You have the responsibility to:

- Give accurate and complete information about present clinical complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Report changes in your condition to the responsible practitioner.
- Tell us if you do not understand a planned course of action or what is expected of you.
- Follow the treatment plan you have agreed to regarding your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Keep appointments and, if unable to do so for any reason, notify the responsible practitioner or the health care facility.
- Provide information concerning your ability to pay for services.
- Accept the outcomes of your actions if you refuse treatment or do not follow the health care provider's instructions.
- Be respectful of the rights of other patients and health care staff.
- Adhere to the hospital's policies regarding visitors and smoking (if applicable) and assist in the control of noise.
- Be respectful of the property of other people and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.
- Not take photographs, video or audio recordings of staff members, co-patients or the hospital/facility.
- Not post on social media photos, videos or information of/about other patients, staff or visitors of the facility.

## Comments and Complaints

You can provide feedback or make a complaint either verbally or in writing if you have an issue about your care or the service provided. We encourage you to raise any concerns immediately with a staff member.

If after discussing your concerns with this staff member you are dissatisfied, you may ask to speak to the nurse in charge. If still dissatisfied, we ask that you put the issue in writing and address it to our hospital's Director of Nursing.

Our Director of Nursing will ensure that the issue is dealt with as discreetly as possible and will take all reasonable steps to ensure that you are not adversely affected.

If you wish to raise an issue anonymously, a report on the outcome may not be possible.

Alternatively, you may ask to speak to a Consumer Consultant. All Healthscope hospitals have Consumer Consultants who attend meetings where complaints or issues may be raised.

If you are still dissatisfied, you can contact the Healthscope Corporate Office on 03 9926 7500, or you can contact your state health complaints authority.

## Private Health Insurance Ombudsman

(for complaints about private health insurance)

**Toll free:** 1800 640 695

**Lodge via web:** [www.ombudsman.gov.au/How-we-can-help/private-health-insurance](http://www.ombudsman.gov.au/How-we-can-help/private-health-insurance)



# Rights & Responsibilities

Important information for patients



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Community  
of Care

 Healthscope

## Patients' rights and responsibilities

**We are committed to providing you with the very best care.**

This brochure outlines your rights and responsibilities as a patient in our hospital, ensuring that you receive the very best care possible from appropriately qualified and experienced staff.

If during your stay, you or your family have any concerns, please let the Nurse Unit Manager or the Director of Nursing know as soon as possible.

We commit to the rights listed in the Australian Charter of Healthcare Rights.

These are: access, safety, respect, partnership, information, privacy and feedback.

## Important Information for National Disability Insurance Scheme (NDIS) Clients and Providers

NDIS Clients and Providers also have additional rights and responsibility for disability services which can be accessed via the NDIS website:

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



## Your rights

### Access

**You have the right to:**

- Access health care and treatments that meet your needs.
- Be informed of the estimated costs charged by the doctor, hospital and private health insurer prior to or as soon as possible on admission.
- Retain and use your personal clothing and possessions as space allows, unless doing so would present a safety issue, impact on the rights of other patients or be medically contra-indicated.

### Safety

**You have the right to:**

- Receive safe high-quality health care.
- Be cared for in an environment that is safe and makes you feel safe.
- Have your individual physical and psychological safety needs met wherever possible.
- Be provided with care that fully addresses your health care needs.
- Not be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.

### Respect

**You have the right to:**

- Be treated as an individual, with respect and compassion. This includes the people who support you, including carers, family members and advocates.
- Have your culture, identity, beliefs and choices recognised and respected.
- Be treated fairly and not be discriminated against based on your age, gender, race, religious beliefs, disability, sexual orientation or other personal characteristics.

## Partnership

**You have the right to:**

- Ask questions and be involved in open and honest communication.
- Be treated as an equal partner in your care and be involved in decisions about your treatment.
- Choose not to be involved in decision-making if that is what you prefer.
- Involve the people you want in planning and making decisions about your care. This could be a family member, carer, friend or a consumer advocate.
- Refuse to take part in any medical study or treatment considered experimental in nature. You will not be involved in any studies without your understanding and permission.

## Information

**You have the right to:**

- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and roles of others who are involved in providing care.
- Receive from your doctor a description of the proposed treatment, the risks, the acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment, before giving informed consent to treatment.
- Receive information from your health care providers in non-technical language.
- Seek a second opinion and to refuse the presence of any health care workers who are not directly involved in providing you care.
- Use a health interpreter (at no cost to you) if you have difficulty speaking or understanding English.
- Receive assistance, when you need it, to help you to understand and use health information.

- Receive information about services, waiting time and costs.
- Know, before your discharge from the hospital, about the ongoing care you may require, including the time and location for appointments and the details of the doctor who will be providing the follow-up care.
- Unless the law prohibits, you may refuse a recommended treatment, test or procedure, and you may leave the hospital against the advice of your doctor at your own risk after completion of hospital discharge forms.
- You also have the right to assistance with discharge planning from qualified hospital staff to ensure appropriate post-hospital placement.

## Privacy

**You have the right to:**

- Have your personal space and privacy respected.
- Confidentiality and privacy. Details concerning your medical care and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with their care.
- Privacy for visits during established patient visiting hours.

## Give Feedback

**You have the right to:**

- Provide feedback or make a complaint without it affecting the way that you are treated.
- Have your concerns addressed in a transparent and timely way.
- Share your experience and participate in improving the quality of care and health services.