

## Consumer rights

### All Patients have the right of:

- Consideration of all beliefs, ethnic, cultural, dietary and religious practices
- Courtesy, privacy and confidentiality
- Personal safety
- Knowledge of the names of all persons providing the service
- Information about the hospital's mission and values and about the procedure to be performed. They will be given details about the reasons for the procedure, what is involved, significant risks, alternatives, costs and any other relevant information they may require. They will be given an opportunity to ask questions
- Formal and informed consent
- An opportunity to request a second opinion
- An opportunity to refuse treatment or discharge themselves despite the advice of the attending doctor or staff
- An opportunity to complain about any aspect of their care at the hospital
- No person making a complaint will be adversely affected
- Access to their medical record in accordance with relevant medical legislation
- An opportunity to refuse the presence of healthcare workers not directly involved in their care

## Publication

The hospitals' mission, values and goals and details of patients rights and responsibilities will be published a patient information folder in the reception area and will also be available on the Digestive Health Centre Website at [www.digestivehealth.com.au](http://www.digestivehealth.com.au)

## What I can expect from the Australian Healthcare System

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

## Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1. Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
2. The Australian Government commits to international agreements about human rights, which recognise everyone's right to have the highest possible standard of physical and mental health.
3. Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

Australia Charter of Healthcare rights:

MY RIGHTS	WHAT THIS MEANS
<b>Access</b> - I have a right to health care.	I can access services to address my healthcare needs.
<b>Safety</b> - I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
<b>Respect</b> - I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
<b>Communication</b> - I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
<b>Participation</b> - I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
<b>Privacy</b> - I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
<b>Comment</b> - I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

References:

*Victorian Health Records Act 2001*

*Federal Act 1988, amended 2007*

*Statement on Patients Rights*

*PS45 (2010) ANZCA*

*Health Services (Private Hospitals and Day Procedure Centres) Regulations (2002), amended March 2008*

*Australian Charter of Health Care Rights - <http://www.safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf>*

Version	Date	Author	Description
1	29/01/2014	DON	Iso Format, patient charter included and reviewed
2	15/09/2015	IM	Review & updated link to Charter
3	17/08/2017	DON	References Checked