

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 and state what is important to them
- Medical and financial 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 in a patient information folder in the reception area and will also be available on the Digestive Health Centre Website at 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.

My healthcare rights

This is 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.

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

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 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 that 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




AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

References:

Victorian Health Records Act 2001
 Federal Act 1988, amended 2007
 Statement on Patients Rights
 Health Services (Private Hospitals and Day Procedure Centres) Regulations (2002), amended March 2008, amended 2018
 Australian Charter of Health Care Rights – Second edition 2020 [Charter of Healthcare Rights A4 poster ACCESSIBLE pdf.pdf](#)
safetyandquality.gov.au

Version	Date	Author	Description
5	04/03/2022	BOM	Updated charter table. Changed wording in 1 st section Medical and financial informed consent
6	07/02/2024	DON/BOM	Reviewed – added “what is important to them” added new poster of ‘my healthcare rights’ Updated references