

CHARTER OF RIGHTS AND RESPONSIBILITIES

Our responsibility

Our staff is committed to providing an integrated service of the highest quality. We will work with you to achieve your best possible health outcome as quickly as possible.

As a client you have the right to:

- be treated with dignity and respect
- privacy and confidentiality
- clear information about your treatment, before you consent
- be involved in the development of your care plan
- a safe environment
- raise concerns about any aspect of the service
- refuse treatment at any time
- know the qualifications of the staff involved in your treatment
- have any cultural, language or religious needs considered
- information about any costs associated with your care
- another opinion on the care proposed.

Your responsibility

Your active participation and effort is essential for success.

We ask you to:

- be courteous and respectful of others
- provide accurate and relevant information to ensure appropriate care is provided
- participate in your program to the best of your ability
- let staff know if the proposed treatment is unsuitable
- accept responsibility for decisions you make about your treatment
- attend appointments regularly and punctually
- notify us immediately if you are unable to keep appointments
- provide a safe environment if we visit you at home
- pay any agreed fees
- respect and comply with Castlemaine Health rules.

Consent

You/your guardian's consent is required before any treatment or service begins. By coming into Castlemaine Health's care you have given general agreement for treatment necessary for your condition.

Operations, anaesthetics and certain diagnostic procedures require your specific consent, and you will be asked to sign a consent form. The need for the procedure should be explained to you first. You may at any time withdraw your consent and refuse further treatment or services.



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