

**Illawarra Shoalhaven Local Health District**

**[www.islhd.health.nsw.gov.au](http://www.islhd.health.nsw.gov.au)**

# Your Rights and Responsibilities

*Information for patients, clients, carers, families, consumers & visitors*



**Need an interpreter?** Professional interpreters are available if you need help to communicate in English, or if you are Deaf. Our staff can also ask for an interpreter. The staff will book an interpreter for you. Interpreter Services are free and confidential. You can bring a family member or friend with you to the appointment. If you need help to communicate it should be through a professional interpreter. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.

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# Your Rights and Responsibilities

**As a patient, client, carer, family member, consumer or visitor of the Illawarra Shoalhaven Local Health District you have the RIGHT to:**

**Access** - To use our health services and facilities.

**Safety** - To be treated with high quality health care in a safe environment.

**Respect** - To be shown respect regardless of your culture, religion, beliefs, values, sexuality, age, gender or ability.

**Communication** - To receive information about your health care in a way that you can understand so that you can give consent for treatment.

**Participation** - To be included in decisions made about your care by talking to your health care worker and asking questions.

**Privacy** - Your personal and medical information will be kept secure.

**Comment** - To let us know when we are doing things well and when we are not. To find out how to give us feedback please ask our staff for a 'Compliments and Complaints' brochure.



**As a patient, client, carer, family member, consumer or visitor of the Illawarra Shoalhaven Local Health District you have the RESPONSIBILITY of:**

**Access** - Come to your appointment on time and let us know when you cannot make it.

**Safety** - Tell us about your medical history, the medications you take and any allergies you may have. If you are unsure about the care you are receiving talk to your health care worker.

**Respect** - Be courteous to our staff and other patients. Respect the policies and practices of the facility, such as smoke free zones and zero tolerance to violence.

**Communication** - Be open and honest with us. Please ask questions if you need more information. If you require an interpreter ask the staff to organise one for you.

**Participation** - You can be involved in the decisions made about your care by talking to your healthcare worker and asking questions.

**Privacy** - Respect the privacy and confidentiality of others.

**Comment** - Let us know when we are doing things well and when we are not. To find out how to give us feedback please ask our staff for a 'Compliments and Complaints' brochure.