

Illawarra Shoalhaven Local Health District

www.islhd.health.nsw.gov.au

The information about your healthcare rights is from 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.

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 Healthcare Rights and Responsibilities

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



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 access the health services and treatment you need.

Safety - to receive high quality care in a safe environment.

Respect - to be treated with dignity and respect regardless of your culture, religion, beliefs, values, sexuality, age, gender or ability.

Partnership - to ask questions and be involved in decisions about your care. To include the people you want involved in those discussions and decisions.

Information - to receive information about your health care, and the risks and benefits of different tests and treatments. To receive this information in a way that you can understand, so that you can give informed consent. To be told if something has gone wrong during your healthcare, how it happened and what is being done to make care safe.

Privacy - to respect your personal privacy, and to keep information about you and your healthcare secure and confidential.

Give feedback - To provide feedback or make a complaint without affecting the way you are treated. To have your concerns addressed in an honest and timely way. To share your experience and to help us improve the quality of the care and services we provide.

To find out how to give us feedback 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.

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

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

Privacy - Respect the privacy and confidentiality of others.

Give feedback - We would appreciate hearing about 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.