

Your Rights

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



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

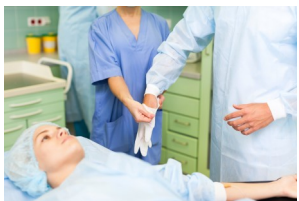


Access

To use the health services that you need.

Communication

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

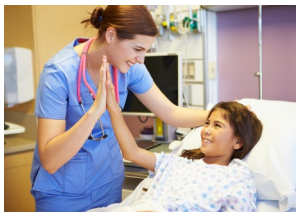


Safety

To be treated with a high standard of care in a safe environment.

Participation

To be involved in decisions about your care.



Respect

To be treated fairly.

Privacy and Confidentiality

Have your health information kept private unless it's okay to share.



Feedback

Let us know what you think. Ask for a *Compliments and Complaints* brochure for directions on how to give feedback.

Your Responsibilities

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



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

Access



Help us understand your needs and tell us how we can meet them

Communication

Help us understand your needs. Ask questions. Let us know when you can not make it or are late to an appointment. If you need an interpreter we can organise that for you anytime for free.



Safety



Tell us if you have been unwell before, about medications you take and if you have any allergies.

Participation

to be involved in decisions about your care.



Respect



Treat our staff and other patients fairly. Follow the rules and policies of the building such as no smoking and no violence.

Privacy

Respect other people's privacy.



Feedback

Let us know what you think. Ask for a *Compliments and Complaints* brochure for directions on how to give feedback.

Need an Interpreter? Professional interpreters are available if you need help to communicate with staff. Our staff can also ask for an interpreter. The service is free and confidential. We will book the interpreter for you. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.