

# Patient's Rights and Responsibilities

Australian Integrated Health Services (AIHS) is committed to providing you with the very best care.

This brochure gives an outline of your rights and responsibilities as a patient in our care ensuring that you receive the very best care possible from appropriately qualified and experienced staff. AIHS commits to the rights listed in the Australian Charter of Healthcare Rights. These are; access, safety, respect, communication, participation, privacy and comment.

## YOUR RIGHTS

You have the right to:

- Considerate and respectful care, regardless of your beliefs and ethnic, cultural and religious practices.
- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care.
- Seek a second opinion.
- Receive information from AIHS regarding your treatment whilst in our care, and our relationship with your doctor and referring hospital.
- Participate in decisions affecting your healthcare.
- Refuse participation in any medical study or treatment considered experimental in nature. You will not be involved in such a study without your understanding and permission.
- Confidentiality and privacy. Details concerning your medical care, including examination, consultations and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with your care.
- Know, before your discharge from AIHS, about the continuing health care you may require, including the time and location for appointments and the name of the doctor who will be providing the follow-up care.
- Not be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.
- Expect safety where practices and environment are concerned.
- Privacy during treatment and care provided in your home by AIHS nurses.
- Make a comment or complaint about the treatment or the quality of the health services or care without fear that you will be discriminated against.

## YOUR RESPONSIBILITIES

You have the responsibility to:

- Provide accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Provide a safe and clean working environment for AIHS nurses to care for you in.
- Report unexpected changes in your condition to the responsible doctor and nurse at your visit.
- Report if you do not comprehend a contemplated course of action or what is expected of you.
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Keep appointments and, when unable to do so for any reason, to notify AIHS as soon as possible 1800 941 001
- Provide information concerning your ability to pay for services.
- Accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instructions.
- Behave in a lawful manner and contribute to a safe and comfortable environment within your home.

## COMMENTS AND COMPLAINTS

You may make a complaint either verbally or in writing if you have an issue about your care or the service provided. We encourage you to raise this immediately with a staff member.

If after discussions with this staff member you are dissatisfied you call AIHS office directly. AIH will ensure that the issue is dealt with as discreetly as possible and will take reasonable steps to ensure that you are not adversely affected. If you wish to raise an issue anonymously, a report on the outcome may not be possible. All correspondence will be followed up within seven working days.