

PATIENTS' RIGHTS AND RESPONSIBILITIES

Your rights	Our responsibilities	Your responsibilities
<p><b>Access</b> – to the health care you need</p>	<ul style="list-style-type: none"> <li>• The Bays provides private patient care. Your health fund will contribute to the costs for your stay and care.</li> <li>• Accurately and adequately inform you about the cost of your care and stay in hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure you understand the level of private health insurance you hold</li> <li>• Attend all appointments at the booked time and notify us in advance if there is a problem</li> <li>• Co-operate with discharge arrangements</li> </ul>
<p><b>Safety</b> – to safe and high quality care</p>	<ul style="list-style-type: none"> <li>• We will provide care which is based on best available evidence</li> <li>• Our staff are qualified to deliver the care you need</li> <li>• We are accredited to provide this care</li> </ul>	<ul style="list-style-type: none"> <li>• Give us any information that will assist us in managing your care</li> <li>• To follow instructions regarding your care</li> </ul>
<p><b>Respect</b> – to be treated with respect</p>	<ul style="list-style-type: none"> <li>• You will be treated with respect and consideration regardless of your age, culture, beliefs, sexuality or background</li> <li>• Provide an environment that enables people with a disability to use our services</li> </ul>	<ul style="list-style-type: none"> <li>• To treat other patients and our staff with respect</li> <li>• To co-operate and communicate with our staff</li> </ul>
<p><b>Communication</b> – to receive the information you need to make the best decisions about your care</p>	<ul style="list-style-type: none"> <li>• Provide concise and timely information to you about your care options and treatments in a way that you understand</li> <li>• Provide professional assistance, for example, translators to assist in your understanding of care</li> </ul>	<ul style="list-style-type: none"> <li>• Tell us openly about your medical history, medications you are taking, allergies you have, and anything else which will help us care for you</li> <li>• Please tell us if you feel this is not happening and we will ensure it does</li> </ul>
<p><b>Participation</b> – to be at the centre of discussions about your health care</p>	<ul style="list-style-type: none"> <li>• Encourage you to make informed decisions about your care and treatment</li> <li>• We respect the role family, friends and advocates may have in care decisions and will be guided by you in this</li> <li>• If something goes wrong during your health care, we will explain what happened, how you may be affected and what is being done to make it safer</li> </ul>	<ul style="list-style-type: none"> <li>• Take an active role, to the extent that is right for you, in care decisions</li> <li>• You can choose to consent to or refuse a treatment</li> <li>• Ask for clarification on anything of which you are not sure</li> </ul>
<p><b>Privacy</b> – to have your personal dignity maintained and information about you held confidentially</p>	<ul style="list-style-type: none"> <li>• Ensure your health information is only shared with appropriate health care providers</li> <li>• Recognise that you have a right to ask about your health record and clarify its contents</li> <li>• Our privacy policy is available on our website. A brochure called 'The privacy of your information' is available from reception</li> </ul>	<ul style="list-style-type: none"> <li>• Please respect the privacy and confidentiality of others</li> </ul>
<p><b>To give feedback</b> – you have the right to expect high standards of care, to make comment about your experiences, and to be heard</p>	<ul style="list-style-type: none"> <li>• Provide an easy way of giving feedback to us on the service you have received</li> <li>• If you feel your concerns are not met or are unhappy with the response you receive, you can contact an independent complaints resolution body, visit: <a href="http://www.safetyandquality.gov.au/your-rights">www.safetyandquality.gov.au/your-rights</a></li> </ul>	<ul style="list-style-type: none"> <li>• To raise your concerns in a respectful way</li> <li>• Talk to us if and when a problem arises and we will do everything we can to fix it</li> <li>• Tell us we have done a good job if that is how you feel</li> </ul>