

Rights and responsibilities

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