

Rights & Responsibilities

The following rights and responsibilities are based on a range of sources including the Australian Charter of Healthcare Rights:

RIGHTS:

- To be provided with reasonable care and skill by a qualified health professional.
- To be able to access services to address your health care needs
- To be treated with respect and dignity regardless of gender, culture, religion, wellbeing, age or nationality.
- To have details of your condition and your treatment kept confidential. (Refer to Privacy Brochure)
- To be provided with clear and concise information regarding your condition and treatment.
- To be fully involved in decisions about your care and have the opportunity to ask questions.

This Means;

- To be given clear explanations about your care and what to expect during and before any treatment or involvement in a program is carried out.
- To be fully informed about any costs before participation.
- To have assistance arranged from the free and confidential interpreter services (if required)
- To be involved with decisions regarding your discharge from the service.
- To have access to a compliments, comments and complaints process, which can be anonymous.

You can;

- Withdraw consent for treatment any time.
- Refuse to be seen by a student.
- Refuse to be part of any research project.
- Exercise any of these rights on behalf of a child when you are the parent / guardian.

We welcome your feedback, whether it is a compliment or a complaint. All feedback is viewed as an opportunity to improve our services.

If you have any concerns about your HealthWISE experience or wish to compliment a staff member please feel free to contact us.

RESPONSIBILITIES:

- Know and disclose medical history including medications.
- Keep appointments or advise those concerned if unable to do so.
- Inform health professional if receiving treatment from another health professional.
- Conduct yourself in a manner that doesn't interfere with the well being or rights of other clients or staff.
- To answer questions about your health honestly and frankly.

Smoke-free environment

- All clients, patients and visitors of HealthWISE are expected to comply with our Smoke-free Workplace Policy, by not smoking in any of our buildings, grounds or vehicles.
- Quit smoking information and counselling support is available.

Zero Tolerance to violence

All staff, clients, patients and visitors to HealthWISE have the right to work and be cared for in a safe environment. As a result, HealthWISE has a Zero Tolerance policy in place to protect our staff, patients, visitors and property from the effects of violent behaviour. Under this policy, violence and verbal abuse will not be tolerated.



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- ask for the Quality Manager

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