

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES BROCHURE

Welcome to St Kilda Day Hospital

Our hospital is committed to providing you with the very best care.

This brochure sets out an outline of your rights and responsibilities as a patient in our hospital ensuring that you receive the very best care possible from appropriately qualified and experienced staff.

If during your stay, you or your family have any concerns, please direct them to the Director of Nursing or the Medical Director.

Our hospital commits to the rights listed in The Australian Charter of Healthcare Rights. These are Access, Safety, Respect, Partnership, Information, Privacy and Give Feedback.

YOUR RIGHTS:

- Healthcare services that meet your needs
- Receive safe and high-quality care that meets national standards
- Be cared for in an environment that makes me feel safe
- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected
- Ask questions and be involved in an open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making
- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe
- Have my personal privacy respected
- Have information about me and my health kept secure and confidential
- Provide feedback or make a complaint without it affecting the way I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services
- Know the name of the doctor who has primary responsibility for coordinating my care and the identity and functions of others who are involved in providing care
- Seek a second opinion and refuse the presents of any health care worker who is not directly involved in the provision of your care
- Participate in shared decision making when making decisions affecting your healthcare
- Be informed of the estimates of costs charged by the Hospital
- Know before your discharge from the hospital about the continuing health care you may require, including follow up appointments and contact phone numbers
- Not be restrained, except as authorized by your doctor in an emergency

- Expect safety where practices and environment are concerned

YOUR RESPONSIBILITIES:

You have the responsibility to:

- Provide accurate and complete information about your medical history including medications, allergies, past illnesses, and matters relating to your health.
- Report unexpected changes in your condition to our staff.
- Report if you do not comprehend information provided to you or what is expected of you.
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following instructions pre-procedure, post procedure and during the co-ordinated plan of care and implement the responsible practitioners orders.
- Keep appointments and when unable to do so, notify the responsible practitioner or the healthcare facility.
- Provide information concerning your ability to pay for services.
- Accept the consequences of your actions if you refuse treatment or do not follow instructions provided.
- To be considerate of the rights and safety of other patients and staff at the health care facility.
- Be respectful of property of other persons and of the hospital.
- Behave in a lawful manner and contribute to a safe and comfortable environment.
- Ensure you have a carer that can drive you home from the hospital and stay with you overnight.

COMMENTS AND COMPLAINTS

You may make a complaint either verbally to a member of staff or in writing to our Complaints Officer if you have any issues about your care or the services provided. We encourage you to raise this immediately with a staff member if possible. There are also comments/suggestion forms available in the waiting room. Complaints can be sent to:

Complaints Officer

St Kilda Day Hospital

26A Dickens St Elwood Vic 3184

Tel: 9537-3638

Email: reception@stkilda-hospital.com.au

If you are not satisfied with the response received, you can also contact the Health Complaints Commissioner Tel: 1300 582 113 or via www.hcc.vic.gov.au