

Patient Charter



01

Access

I have a right to:

Health care

I can access services to attend to my health care needs.

It is important that I:

- advise Maari Ma of any changes to my address and contact details
- be aware that I may need to wait for attention or treatment at times if staff are attending to other patients
- keep my appointments, or notify Maari Ma if I am unable to attend
- accept that some services I require may not be available at Maari Ma.

02

Safety

I have a right to:

Receive safe and high quality care

I can access services to attend to my health care needs.

It is important that I:

- provide accurate information about my health and anything else that may have an impact on my care (including alternative or complementary therapies)
- tell staff of changes I notice in my medical condition
- tell staff if I have concerns regarding any aspects of my care.

03

Communication

I have a right to:

Be informed about services, treatment, options and costs in a clear and open manner

I receive open, timely and appropriate communication about my health care in a manner I can understand.

It is important that I:

- be as open and honest as I can, and ask for more information if I do not understand
- tell staff if English is not my first language so I can be given access to an interpreter in person or by phone

04

Participation

I have a right to:

Be included in decisions and choices about my care

I may join in making decisions and choices about my care and about health service planning.

It is important that I:

- ask questions so I can be informed about my medical condition and my care options before giving my consent to any treatment
- discuss my concerns and decisions with my health care provider, for example, if I do not wish to continue treatment or I am unable to comply with treatment. Once I am made aware of the implications, I must accept responsibility for the consequences of my decisions
- provide a copy of advanced health care directives, enduring power of attorney or other legal documents which may be relevant to my care.

05

Respect

I have a right to:

Be shown respect, dignity and consideration

The care provided shows respect to me and my culture, beliefs and personal needs and requirements.

It is important that I:

- tell staff of circumstances concerning my culture and beliefs so they can respond to my needs
- treat Maari Ma staff, patients and visitors with respect and dignity
- respect other patients and staff, for example, by limiting noise or the number of people I have with me.

06

Privacy

I have a right to:

Privacy and confidentiality of my personal information

My personal privacy is maintained and proper handling of my personal health and other information is assured.

It is important that I:

- accept that my health information may be shared with appropriate health care providers and other agencies as authorised by law
- ask for my recorded health information to be corrected if it is inaccurate
- respect the privacy and confidentiality of others.

07

Comment

I have a right to:

Comment on my care and to have my concerns addressed

I can comment on or complain about my care and have my concerns investigated and responded to.

It is important that I:

- tell staff if I have a problem or any concerns so they can respond.

Adapted from Mater Misericordiae Health Service, South Brisbane, Queensland. <http://www.mater.org.au/Home/Patient-rights-and-responsibilities.aspx> (accessed 14 September 2011)

The Australian Charter of Healthcare Rights: <http://www.health.gov.au/internet/safety/publishing.nsf/Content/PriorityProgram-01> (accessed 14 September 2011)

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