

# Patient Rights & Responsibilities

	Your rights as a patient	Your responsibilities as a patient
Respect	<ul style="list-style-type: none"> <li>Have care delivered in a dignified and considerate manner that shows respect to you, your culture, beliefs and personal needs.</li> </ul>	<ul style="list-style-type: none"> <li>Advise us of circumstances concerning your culture and beliefs.</li> <li>Treat all staff, patients and visitors of the National Health Co-op (NHC) with respect and dignity.</li> </ul>
Access	<ul style="list-style-type: none"> <li>Be provided with access to services to attend to your healthcare needs.</li> </ul>	<ul style="list-style-type: none"> <li>Advise the NHC of any changes to your address and contact details.</li> <li>Be aware that you may need to wait for attention or treatment at times if staff are attending to other patients.</li> <li>Attend your appointments, or notify the NHC if you are unable to attend in a reasonable timeframe before their commencement.</li> <li>Accept that some services you require may not be available at the NHC.</li> </ul>
Safety	<ul style="list-style-type: none"> <li>Receive safe, quality healthcare services provided with professional care, skill and competence.</li> </ul>	<ul style="list-style-type: none"> <li>Provide accurate information about your health and anything else that may have an impact on your care.</li> <li>Advise staff of changes you notice in your health.</li> <li>Advise staff of any concerns you have regarding any aspect of your care.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>Be provided with timely and appropriate communication about your healthcare in a manner you can understand.</li> </ul>	<ul style="list-style-type: none"> <li>Be open and honest and ask for more information if you do not understand.</li> <li>Advise staff if English is not your first language so you can be provided access to an interpreter.</li> </ul>
Participation	<ul style="list-style-type: none"> <li>Join in making decisions about your care and health service planning.</li> </ul>	<ul style="list-style-type: none"> <li>Ask questions to keep informed about your medical condition and care options before giving consent to any treatment.</li> <li>Discuss your concerns and decisions with your healthcare provider.</li> </ul>
Privacy	<ul style="list-style-type: none"> <li>Expect that the privacy of your medical and personal information is maintained and only disclosed to other persons with your permission or in accordance with the law.</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge that your health information may be shared with appropriate healthcare providers and other agencies as authorised by law.</li> <li>Respect and maintain the privacy and confidentiality of others.</li> </ul>
Comment	<ul style="list-style-type: none"> <li>Comment about your care and have any concerns investigated and responded to in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>Advise staff if you have a problem or any concerns so they can respond accordingly.</li> </ul>