

Public Hospital Patient Charter



You are entitled to expect and receive high quality services in public hospitals.

This charter promotes a partnership between you and health service staff.

If you have any concerns you wish to raise, your hospital will have a Patient Representative to whom you may take your concerns. Ask the ward staff or at the Hospital Information Desk or Reception for more information.

The following are your rights and responsibilities in public hospitals.

Your Rights

You have the right to:

A wide range of public hospital services

Wherever you are in the State, you should have access to a wide range of services that provide appropriate care of high quality.

Treatment based on medical need regardless of your ability to pay or your health insurance status

You have the right to receive treatment, as your medical condition requires, whether you are a public or private patient.

Choose whether you wish to have treatment as a public or a private patient

You are able to decide if you want to be admitted as a public or private patient.

Treatment and care in a safe environment

You have the right to feel safe, clean and comfortable while in hospital.

If necessary, to have access to an accredited interpreter

You are entitled to request an accredited interpreter and use an interpreting service for essential information such as admission and discussion about your medical history and treatment.

Services provided in a culturally sensitive way

You have the right to be treated in a way that respects your culture and beliefs.

Participate in making decisions about your treatment and care

You should be fully involved in decisions about your care and be given opportunities to ask questions and discuss your treatment.

You may also appoint someone to make medical decisions for you if you are unable to at any point.

Participate in decisions and receive information about your discharge

You have the right to participate in decisions about when you leave the hospital and to receive information about available services. You may leave the hospital against your doctor's advice, however, you may be asked to sign a form accepting responsibility for your decision.

Information about which hospital staff will provide your care

You have the right to be kept informed about who is responsible for your care and how to contact them.

Information about your health care and, if you wish, a second medical opinion

You are entitled to be fully informed about your medical treatment and seek a second opinion, if necessary.

Access to your health records and confidentiality for your personal information

You have the right to see your health records. This can be done through your doctor or through Freedom of Information.

The hospital's Freedom of Information Officer can advise you on how to make this request.

Everyone involved in your treatment and care has a professional and legal duty to keep information about you confidential.

Treatment with respect, dignity and consideration for privacy

As far as possible, health services will provide care and treatment in surroundings that allow privacy. You are also expected to treat the hospital staff with respect and consideration.

Information on steps the hospital takes to improve the quality of care

Hospitals should be able to provide you with a report on how they are improving their quality. If you have ideas about how services could improve please let staff know.

An opportunity to discuss any questions or complaints you may have concerning your stay in hospital

If you have questions or a complaint speak to your treating team or the Hospital's Patient Representative.

Make a complaint to an independent complaints organisation

It is always best to try to resolve your complaint with the hospital. If you have tried this and are still unsatisfied, you can make a complaint to the Health Services Commissioner.

Your Responsibilities

You have the responsibility to:

Work with your treating team by providing relevant information about your health and circumstances that may influence your treatment, recovery or stay in hospital.

More Information

More information on the Public Hospital Patient Charter is available at:

patientcharter.health.vic.gov.au

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