

# **PUBLIC HOSPITAL PATIENT CHARTER**

## **Your Rights**

You have the right to:

- A wide range of public hospital services.
- Treatment based on clinical need regardless of your ability to pay or your health insurance status.
- Choose whether you wish to have treatment as a public or a private patient.
- Treatment and care in a safe environment.
- Participate in making decisions about your treatment and care.
- Participate in decisions and receive information about your discharge from hospital.
- Information about which hospital staff will provide your care.
- Information about your health care and, if you wish, a second medical opinion.
- Access to your health records and confidentiality for your personal information.
- Treatment with respect, dignity and consideration for privacy.
- If necessary, to have access to an accredited interpreter.
- Services provided in a culturally sensitive way.
- Information on steps the hospital takes to improve the quality of care.
- An opportunity to discuss any questions or complaints you may have concerning your stay in hospital.
- Make a complaint to an independent complaints organisation.

## **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.