

## Public Hospital Patient Charter

### **KEY MESSAGES:**

- The Charter highlights patient rights and responsibilities.
- The Charter is designed to promote a partnership between patients and staff.
- The Charter is an important step towards improving the quality of interactions between patients and hospital staff.
- Ensure the Charter is accessible and available to all sectors of the community.
- One element of a range of activities that are improving the way services are being provided to consumers;
- Hospitals are encouraged to incorporate the statewide principles into their own hospital environment.