

# Client Charter of Rights

## Statement:

TUH Health Hub and Health Services respect your right to receive high quality, healthcare services. We are committed to being a health provider of choice delivering positive outcomes in a sustainable way.

### #Better Health, #Better Life

In order to provide high quality healthcare services that achieve positive outcomes, a partnership between clients and our healthcare providers is essential.

Our Client Charter of Rights addresses your rights and responsibilities with regards to access, safety, respect, communication, participation, privacy and comment. The Client Charter explains what you can expect from us and what we expect from you as we strive to provide you with the best possible care.

## Access

### I have a right to:

- Choose to have TUH Health Hub or Health Services address my healthcare needs.
- Receive healthcare and related services delivered in a timely manner.

### I have a responsibility to:

- Advise TUH Health Hub or Health Services of any change of address, GP details or contact details.
- Attend booked appointments for healthcare services and notify TUH Health Hub when I am unable to attend.

## Safety

### I have a right to:

- Receive safe and high quality health care and services, provided with professional care, skill and competence.

### I have a responsibility to:

- Provide accurate information about my health and anything else that may have an impact on my healthcare such as alternative or complementary therapies.
- Inform clinical staff of changes I notice in my health condition.
- Inform clinical staff if I have any concerns regarding any aspects of my healthcare.

## Respect

### I have a right to:

- Be shown respect, dignity and consideration with regards to my culture, beliefs, personal needs and preferences.

### I have a responsibility to:

- Inform staff of circumstances concerning my culture and beliefs so they can respond to my needs and preferences.
- Reciprocate this respect to all TUH staff members.

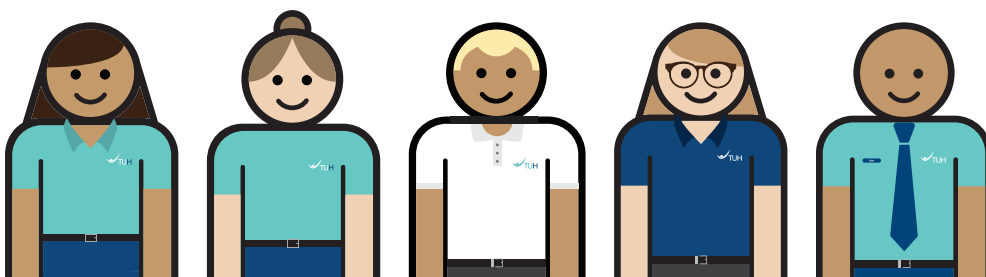
## Communication

### I have a right to:

- Be informed about services, treatment, options and costs in a clear and open way so I can make informed decision about my health care and services.
- Receive open, timely and appropriate communication about my healthcare in a way I can understand.

### I have a responsibility to:

- Be as open and honest as I can and ask for more information if I do not understand.
- Inform staff if I require assistance with communication.



- Understand that if my healthcare is not fully covered by either Medicare or Health Insurance I will be responsible for the payment of all outstanding fees and charges.

## Participation

### I have a right to:

- Be included in decisions and choices about my healthcare.
- Choose to not accept the advice provided to me.
- Be treated with respect with regards to the choices I make about my healthcare and services.

### I have a responsibility to:

- Ask questions so I can be informed about my health condition and my healthcare options before giving my consent.
- Discuss my concerns and decisions with my healthcare provider.
- Participate in my treatment plan to the best of my ability at the time.

## Privacy

### I have a right to:

- Privacy and confidentiality for my personal information and assurance that my personal health and other information is properly handled.

### I have a responsibility to:

- Accept that my health information may be shared with appropriate healthcare 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.

## Comment

### I have a right to:

- Comment on my care and to have my concerns addressed.
- Have my comment, concern or complaint investigated and responded to so that TUH Health Hub or Health Services can better understand my care experience and areas for improvement.

### I have a responsibility to:

- Tell staff if I have a problem, concern or worry about my healthcare and my safety so they can respond.
- Raise concerns about my healthcare with the treating clinicians.

