

# Partnerships in Care: Rights and Responsibilities

## An effective partnership in healthcare is made possible when we:

- speak to each other with respect and honesty
- listen to each other's opinions
- treat each other without prejudice, and with consideration for cultural diversity
- respect each other's private time and space

Melbourne Health aims to provide the best possible health services and care.

Your participation in your care is important. We can work together when we recognise the knowledge and experience each of us brings to any discussion, listen to each other and respect each other's views. An important feature of this partnership is the acknowledgement of the feelings you may be experiencing as a result of your illness and/or being in care.

This statement helps you understand how you can expect to be treated and how we can work together.

## Your rights as a patient

### Access – the right to healthcare

This means that you have access to a range of healthcare services.

### Safety – the right to receive safe and high quality care

This means that you will receive:

- the right treatment for your needs
- competent and professional care



### Respect – the right to be shown respect, dignity and consideration

This means that your culture, beliefs, values and personal characteristics will be respected.

### Communication – the right to be informed about services, treatment, options and costs in a clear and open way

This means that:

- your healthcare will be explained in a way that you can understand
- you will be offered an accredited interpreter if required
- you have the opportunity to ask questions

### Participation – the right to be included in decisions and choices about your care

This means that you:

- will be involved in decisions about your care and discharge
- can choose a family member or support person (advocate) to be involved in your care
- have the right to refuse treatment

## Privacy – the right to privacy and confidentiality of your personal health information

This means that you have the right to:

- access your healthcare record
- say what happens to your health information

## Comment – the right to comment on your care and to have your concerns addressed

This means that:

- you can comment or complain about your care
- your concerns will be dealt with properly and promptly

## You have a responsibility to:

- actively participate as much as you can in your treatment, eg by following your agreed treatment plan, asking questions about your care and raising any concerns you might have
- provide as much information as you can about your medical condition to assist the staff caring for you, including medical history and other medicines you may be taking
- let staff know if you do not understand anything, need more information or feel unable, at any time and for whatever reason, to assist staff in your own care
- treat staff and other patients with consideration and respect, and ask your visitors to do the same
- understand that the health service is trying to meet the special needs of many patients at any one time. We aim to meet your needs as quickly and as well as we can, but we must attend to people with the highest needs first
- ensure that in exercising your rights, you do not restrict the rights of others
- ensure that your actions do not threaten or harm other patients, staff or visitors

Your rights and responsibilities may vary if decisions concerning your care are subject to the *Guardianship and Administration Act* (1986) or the *Mental Health Act* (1986). To find out how this may affect you, please speak with your care provider.

## Code of Conduct

Melbourne Health has a Code of Conduct which states how we conduct our business and how we treat the public, our patients/clients and colleagues.

To see the document, visit <http://www.mh.org.au/patients-visitors/w1/i1001207/>

If you have any concerns or questions about your care please contact:

- visit [www.health.vic.gov.au/patientcharter](http://www.health.vic.gov.au/patientcharter)
- contact our Consumer Liaison Team on 9342 7806 or email: [consumerliaison@mh.org.au](mailto:consumerliaison@mh.org.au)
- phone, visit or write to the Health Services Commissioner [www.health.vic.gov.au/hsc/contact.htm](http://www.health.vic.gov.au/hsc/contact.htm)

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Australian Commission on Safety and Quality in Healthcare. Australian Charter of Healthcare Rights, 2008. We acknowledge Peninsula Health material in the development of this brochure.



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