

## Client Rights and Responsibilities



### ***Client Rights***

Clients who use the Centre's services or participate in programs and activities provided by the Centre have the following rights:

- The right to quality and respectful health care regardless of gender, race, social status or sexual preference, taking into account such things as cultural background, health status or special needs;
- The right to confidential (including maintaining anonymity) and considerate care, respecting privacy and dignity, in a safe non-threatening environment;
- The right to adequate information regarding all aspects of services provided or treatment available, in order to make informed choices regarding their health care. The information should be easily understood and in an appropriate language;
- The right to consent to, or to refuse treatment, (within legal limits) or to refuse to participate in educational or research programs, including treatment by students;
- The right to decide whether an interpreter or student is to be present at a consultation,;
- The right to have an advocate\* present; *(If you would like information about how to obtain a trained advocate, please ask your service provider about the most appropriate advocacy service for you)*
- The right to request transfer to another staff member;
- The right to participate in decision making about their care, in line with a mutually agreed action plan;
- The right to make a complaint about the service or treatment received from the Centre and expect that this complaint will be investigated appropriately and in confidence. Clients will not be disadvantaged in receiving continuing service by making a complaint;
- The right to read their health records in accordance with the Centre's Privacy and Confidentiality and Access policy.

### ***Client Responsibilities***

NYCH believes that clients have responsibility for their own health and well-being as far as this is possible. Promotion of a mutually acceptable partnership between clients and service providers can be ensured if clients are aware of the following responsibilities:

- To show consideration and respect and behave in a manner which does not cause undue disruption to staff and other users of the Centre;
- To maintain confidentiality regarding information about other clients or participants in groups or programs conducted at the Centre;
- To provide complete and accurate information to the service provider in order to receive the best care. Clients are encouraged to ask questions, discuss treatment and if in doubt request a second opinion;
- To keep appointments or give notice as early as possible if unable to attend;
- To follow action plans or treatment programs which have been chosen in consultation with the service provider.

### ***Complaints, Suggestions & Feedback***

Written complaints or suggestions can be placed in the Suggestion Box, located at Reception at each centre, given to any staff member or posted to: CEO, North Yarra Community Health, 365 Hoddle Street Collingwood, 3066.

Verbal complaints are also encouraged and can be made to any staff member who will record the complaint and forward it to the CEO.

\*An advocate is a person who supports you and helps you to explain and say what you want. They help you to ensure that your views are heard, so that your problems can be sorted out. An advocate can be someone who is specifically trained to provide such a service or can be a member of your family, a friend or someone with whom you feel comfortable.

**FOR A COPY OF THIS INFORMATION PLEASE ASK RECEPTION**



# Your Information - It's Private

## *What happens to information about you while you are a client of this service?*

### *Who are we?*

We are a community health service that works in partnership to meet your health needs.

### *What information do we collect about you?*

We keep your name and contact details on your client record. Other details such as your care plan and information about your health are recorded each time you visit.

### *Why do we collect your information?*

The information we collect helps us to keep up-to-date details about your needs so we can care for you in the best possible way. We also use the information to better manage and plan this service.

### *Who else sees your information?*

Your information can only be seen by the health care workers in this service who are involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

### *What say do you have in what happens to your information?*

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your client record this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

### *How will your information be protected?*

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

### *Can you access your information?*

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

## *Any other questions?*

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our client, or if you wish to access your record.