

## Patient Rights

### Access:

- To receive health care that does not discriminate, particularly based on race, religion, gender, health insurance status, socioeconomic background or age and/or in accordance with our admission policies.

### Safety:

- To expect that a safe and secure environment is maintained whilst receiving the services, including physical and emotional support
- To receive quality health care from appropriately qualified and experienced staff and to receive continuity of care when attending Ivanhoe Endoscopy Centre. To expect that expert/professional decisions to be made on your behalf and in your best interest after discussion with next of kin, partner, career, guardian or medial agent, should you be unable to speak.

### Respect:

- To be treated with courtesy and respect and have your privacy, belief, choice and culture background respected by staff as well as having access to an interpreter if required.
- To expect staff to routinely introduce themselves to you
- To continue to receive appropriate alternative care if a decision to refuse treatment is made.
- Ivanhoe Endoscopy Centre acknowledges and respects all Aboriginal or Torres Strait Islander that comes through the centre.

### Information:

- To obtain complete and current information on your care and treatment in a language that you understand.
- To receive information about choices and options for your care and treatment including advantages, disadvantages, risks, benefits and alternatives to these treatments.
- To be given adequate opportunity to have any information clarified or any questions answered
- To give your informed consent before the services are provided; to refuse the care of treatment options provided to you by the staff, after being fully informed of the consequences of that decision
- To receive information about service, waiting time and the charges for the services provided to you
- To be informed if something has gone wrong during your healthcare, how it happened, how it may affect you and what being done about it.

### Partnership:

- To be encouraged to make fully informed decisions by discussing treatment options and expected outcomes. To be given adequate opportunity to have any information clarified or any questions answered.
- To include the people, you want about choices and options for your care and treatment including advantages, disadvantages, risks, benefits and alternatives to these treatments.

### Privacy:

- To be secure in the knowledge that information concerning your condition and care is treated as confidential and only used by staff who are involved in your care, unless you direct us otherwise.
- To have your health care discussed where others cannot overhear it.
- Know the identity and professional status of all attending Ivanhoe Endoscopy Centre and to refuse the presence of other people during the delivery of the treatment.

Feedback:

- To provide feedback or make a complaint without it affecting the way you are treated.
- To have your concerns addressed in a transparent and timely manner.
- To be able to share your experience and participate to improve the quality of care and healthcare service.

Patients Responsibilities

- To participate and co-operate with an agreed treatment and care program or inform staff of your intention not to comply
- To be considerate of staff and other patients, treating them with courtesy and respect
- To provide the relevant information about your health, to assist the staff involved in your care, including the possibility of infectious diseases.
- To inform staff if you are covered by any special benefits/schemes
- To contribute to a safe and comfortable environment in relation to noise, alcohol, smoking and illicit drugs
- Consider your ability to meet your financial obligations to pay any accounts and fees for which you are responsible
- To advise Ivanhoe Endoscopy Centre if you are unable to keep an appointment within at least 24 hours of the appointment time