

My healthcare rights

What this means for me



Access

- I have a right to get health care and treatment.



Safety

- I have a right to safe and good quality care.
- Health staff are open and honest with me.



Privacy

- My private health information will be kept confidential.
- My privacy will be respected.



Information

- I can get help to understand health information.
- Information about my health condition is clear.
- I am told the benefits and risks of tests and treatments, so I can make a good decision.
- I am told about health services and how long I will wait.
- I can access my health information.
- I will be told if something goes wrong in my health care, how it affects me and how care will be made safe.



Partnership

- I can ask questions about my care.
- I can talk about my health choices.
- I tell my story about my health journey.
- I make decisions about my care.
- I can include people I want in decisions and plans about my care.



Give feedback

- I can complain or give feedback without it affecting how I am treated.
- Health staff will listen to my concerns and deal with it as soon as they can.
- I can tell health staff about what I think about the health service to make things better.

I will speak with the nurse if I have questions or feedback.