

Justice Health & Forensic Mental Health Network Patient Charter



The *Justice Health & Forensic Mental Health Network Patient Charter* (*'The Charter'*) describes your rights when you come into contact with the forensic mental health or criminal justice systems across community, hospital and custodial settings. These rights are important to make sure that care provided to you is safe and of high quality.

The Charter recognises that everyone has different needs and allows you, your family, carer and other people involved in your life to understand their rights and the rights of patients in our care.

It is very important for you and other people involved in your life to work together to ensure you receive the best health care outcomes.

What can I expect from my care as a patient within Justice Health & Forensic Mental Health Network?

MY RIGHTS	WHAT DOES THIS MEAN FOR ME AS A PATIENT?
ACCESS I have a right to health care	<i>I can access services that address my health care needs.</i>
SAFETY I have a right to safe and high quality care	<i>I receive healthcare that is safe and is of a high standard, provided with professional care.</i>
RESPECT I have a right to be treated with respect, dignity and thoughtfulness	<i>My care is offered with dignity and respect for my culture, beliefs and values.</i>
COMMUNICATION I have a right to be told about services, treatment choices and costs in a clear way	<i>The services and treatment I receive as part of my healthcare plan will be discussed in a way that I can clearly understand, with opportunity to ask questions.</i>
PARTICIPATION I have a right to be included in decisions and choices about my care	<i>I am included and able to discuss decisions and choices about my healthcare.</i>
PRIVACY I have a right to privacy and confidentiality of my personal information	<i>My right to privacy and confidentiality is respected ensuring that my personal information is used appropriately.</i>
COMMENT I have a right to say how I feel about my care / treatment	<i>I am able to discuss and say how I feel about the standard of healthcare I receive and my concerns are listened to and addressed.</i>

