

## ***Where do you have rights?***

You have rights when you use health care across Australia.

Health services include:

- Public hospitals
- Private hospitals
- Doctor clinics
- Public dentists
- Community health centres
- Other places you see a health care provider.
- Health care providers are experts such as doctors, dentists, nurses, physiotherapists etc.

Everyone who works in a health service must respect your health care rights, including:

- Health care providers
- Cleaners
- Food staff
- Reception staff
  - Reception staff are the people who work at the front desk of the hospital or health service.

## ***Your rights***

### ***Access***

You have the right to get the care that meets your needs.

Health care includes:

- Advice from health care providers
- Health tests
- Health treatment
  - Treatment means the care you get for your health problem e.g. medicine or surgery.

### ***Safety***

You have the right to get safe health care.

Safe health care means you get:

- Good services
- Care that is right for you
- Care in a space that is safe
- Care that makes you feel safe

### ***Respect***

You have the right to get respect when you are at a health service.

Respect means:

- you are treated in a fair way
- health care providers know your needs are important

When you get health care, your health care provider will think about your:

- Choices
- Culture (how you think and what you do)
- Identity (who you are)
- Beliefs (the things you think)

## **Partnership**

You have the right to partner with your health care provider.

Partnership means you:

- Ask your health care provider questions
- Make decisions with your health care provider
- Get help to make decisions when you need it
- Include the people you want in your health care
- Choose who helps you

## **Information**

You have the right to:

- Get information about your health
- See information about you
- Get help to understand information about your health

Health care providers must give you information about:

- Different services
- Wait times
- Costs

You must give informed consent before you say yes to a test or treatment.

Informed consent means:

- You know the good things that might happen to you from the test or treatment
- You know the bad things that might happen to you from the test or treatment

**And**

- You say yes or no to the test or treatment

If something goes wrong when you get health care, you must be told:

- Why it went wrong
- How your health might change
- What will happen next
- What will be done to fix it

## **Privacy**

Health care providers must respect your privacy.

Health care providers must keep your information:

- Safe
- Confidential
  - Confidential means what you say will **not** be shared with anyone else.

Health care providers must respect your personal:

- Space
- Belongings (e.g. your phone, your wallet)
- **Give feedback**

You have the right to give feedback.

Feedback means you say what you think about:

- A health service
- Someone who works there

When you give feedback, you might:

- Say you are happy with a service you got
- Make a complaint about how you were treated
  - A complaint is when you say you are not happy with how you were treated.
  - Health care providers must listen to your complaint
  - No bad things will happen to you if you make a complaint

Talk to your health service if you want to give feedback. Your feedback helps to make care better for everyone.

**For more information, ask a member of staff or go to [www.safetyandquality.gov.au/your-rights](http://www.safetyandquality.gov.au/your-rights)**

