



PATIENT RIGHTS & RESPONSIBILITIES

HOW TO MAKE COMPLAINTS & COMPLIMENTS ABOUT YOUR CARE.



SYDNEY ADVENTIST HOSPITAL
DALCROSS ADVENTIST HOSPITAL
SAN DAY SURGERY HORNSBY



SYDNEY
ADVENTIST
HOSPITAL

Our Mission is:

CHRISTIANITY *IN ACTION*

Caring for the body, mind and spirit of our patients, colleagues, community and ourselves.

We will remain our community's favourite private hospital.

FORWARD

Sydney Adventist Hospital Limited is committed to delivering the highest possible standard of health care throughout all of our facilities. We support the Australian Charter of Healthcare Rights developed in 2008 by The Australian Commission on Safety and Quality in Health Care, which specifies the key rights of patients and consumers when seeking or receiving healthcare services.

The Australian Charter of Healthcare Rights has been adapted to form the Sydney Adventist Hospital Limited statement on Rights & Responsibilities as outlined in this brochure.

Please take the time to read this information, and if you have any questions contact a staff member.

Dr Leon Clark

Chief Executive Officer

Sydney Adventist Hospital Limited.

*Sydney Adventist Hospital
Dalcross Adventist Hospital
San Day Surgery Hornsby*

PATIENT RIGHTS

PATIENT RIGHTS	WHAT THIS MEANS
Access to Care I have a right to access health care	I will receive treatment appropriate to my health needs. I can request a Doctor of my choice, and request a second opinion.
Safety I have a right to receive safe and high quality care	I will receive safe and high quality health services provided by professional, caring and competent staff.
Respect I have a right to be shown respect, dignity and consideration	I will be provided with care that shows respect to me and my culture, beliefs, values and personal characteristics.
Communication I have a right to be informed about services, treatment, options and costs in a clear and open way	I will receive open, timely and appropriate communication about my health care in a way I can understand. I will be asked to consent to treatment except when circumstances prevent this. I have the right to refuse recommended treatments, refuse experimental treatment, choose which treatments I wish to take, and withdraw consent to treatment at any time.

Participation

I have a right to be included in decisions and choices about my care

I may join in making decisions and choices about my care and treatment plan.

Privacy

I have a right to privacy and confidentiality of my personal information

My personal privacy will be maintained and proper handling of my personal health and other information is assured.

I have the right to access information contained in my medical record. (While in hospital – contact the Nursing Unit Manager. After discharge – contact the manager or for Sydney Adventist Hospital, contact the Medical Records Department). Contact details on back page.

Comment

I have a right to comment on my care and to have my concerns addressed

I can make positive and negative comments about my care, and have my concerns dealt with properly and promptly.

Parental Rights

I can exercise my rights as a parent or guardian of a child

I can choose to stay with my child at all times except when the provision of health care precludes this.

I can make decisions regarding consent to treatment of my child if they are under 14 years of age.

From the age of 14, children may seek treatment and provide consent or make decisions jointly with their parents or guardian.

PATIENT RESPONSIBILITIES

PATIENT RESPONSIBILITIES

WHAT THIS MEANS

Safety

Tell us of your safety concerns

You should let staff know if you think something has been missed in your care or that an error might have occurred.

You should explain any circumstances that may make your health care riskier or any other safety concerns that you have.

Respect

Consider the well-being and rights of others

You should always respect the well being and rights of other patients, consumers and staff by conducting yourself in an appropriate way. This includes respecting the privacy and confidentiality of others.

Patients and their visitors are requested to be respectful to all health care professionals who care for them. Verbal and physical abuse will not be tolerated.

You should respect hospital property, policies, regulations and the property of other persons.

Communication

Provide information regarding your medical history and ask questions

Be as open and honest with staff as you can, including giving comprehensive and accurate details of your medical history, past surgeries and all medications you may be taking. Ask questions of staff if you would like more information about any aspect of your care.

Participation

Follow your treatment, cooperate and participate where able

Where possible you should take an active role in your health care and participate as fully as you wish in the decisions about your care and treatment. Your family can also be actively involved.

You should endeavour to follow your treatment, and inform your health provider when you are not complying with your treatment.

You should cooperate fully with the doctor and clinical team in all aspects of your treatment.

You must let staff know if there are changes to your condition or new symptoms.

You should keep appointments or let the health provider know when you are not able to attend.

Advance Care Directive / Power of Attorney / Guardianship

Please inform your health professional if you have a current Advance Care Directive or Power of Attorney for any health or personal matters, or if you are subject to a guardianship order.

Patient Responsibilities Continued From Previous Page

Pay Fees

You should promptly pay the fees of the hospital and your attending doctor.

**Complaint /
Feedback**

You should direct any complaint to a staff member or the Manager of the area so that immediate and appropriate action can be taken to remedy your concern.

If you would like further information on the Australian Charter of Healthcare Rights (including information provided in different languages), please visit:
www.safetyandquality.gov.au

If you would like to request access to support services (such as interpreters and support groups), please contact the manager or person in charge.

TEACHING HOSPITAL

An important component of Sydney Adventist Hospital's role in meeting community healthcare needs is the provision of clinical education and placements for medical, nursing and other allied health trainees. Participation of trainees may include observation and involvement in your care while under appropriate supervision.

You are free to refuse to allow a trainee to participate in your care at any time. Your refusal will not adversely affect the treatment you receive.



HOW TO MAKE COMPLAINTS ABOUT YOUR CARE

Compliments

We welcome your feedback. Feedback forms are available in your room/treatment area, on our website at www.sah.org.au, or ask a staff member.

The form can be mailed, faxed or sent by email (please refer to contact details on the back page).

Complaints

You have a right to make comments or complain about your care. We welcome your feedback and will appoint an appropriate person to address your concerns.

Your care will not be adversely affected by making a complaint.

COMPLAINTS OR COMPLIMENTS ABOUT OUR CARE

<p>Who to contact regarding concerns</p>	<p>You should contact the Manager or person in charge for problems experienced during your stay.</p> <p>Should you want to speak with someone outside the department:</p>
<p>Sydney Adventist Hospital</p>	<p>1) Phone: (02) 9487 9888 and ask to speak to the Assistant Director of Nursing. You can also contact our Quality Management Department (02) 9487 9744.</p>
<p>Dalcross Adventist Hospital</p>	<p>2) See contact details on next page</p>
<p>San Day Surgery Hornsby</p>	<p>3) See contact details on next page</p>

It is always best to try and resolve your complaint with your health service provider. If you have tried this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commission.

www.hccc.nsw.gov.au

CONTACT DETAILS

SAH Quality Management

Sydney Adventist Hospital
185 Fox Valley Road Wahroonga NSW 2076
Phone 02 9487 9744 Fax 02 9473 8344
Email customerfeedback@sah.org.au

Dalcross Adventist Hospital

General Manager
28 Stanhope Road Killara
NSW 2071
Phone 02 9932 6600

San Day Surgery Hornsby

Manager
1a Northcote Road Hornsby
NSW 2077
Phone 02 9476 2900

This document has been prepared with reference to the Australian Charter of Healthcare Rights 2008.



SYDNEY
ADVENTIST
HOSPITAL

SYDNEY ADVENTIST HOSPITAL LIMITED
185 Fox Valley Road, Wahroonga NSW 2076
Telephone: 02 9487 9111 Facsimile: 02 9487 9266
Website: www.sah.org.au