

## Your Rights and What This Means in the Australian Health System

### Access

You have a right to healthcare. **This means** you can access services to address your healthcare needs.

### Safety

You have a right to receive safe and high quality care. **This means** you receive safe and high quality health services, provided with professional care, skill and competence.

### Respect

You have a right to be shown respect, dignity and consideration. **This means** the care provided shows respect to you and your culture, beliefs, values and personal characteristics.

### Communication

You have a right to be informed about services, treatment, options and costs in a clear and open way. **This means** you receive open, timely and appropriate communication about your healthcare in a way you can understand.

### Participation

You have a right to be included in decisions and choices about your care. **This means** you may join in making decisions and choices about your care and about health service planning.

### Privacy

You have a right to privacy and confidentiality of your personal information. **This means** your personal privacy is maintained and proper handling of your personal health and other information is assured.

### Comment

You have a right to comment on your care and to have your concerns addressed. **This means** you can comment on or complain about your care and have your concerns dealt with properly and promptly.

## PRIVATE & CONFIDENTIAL MEDICAL SERVICE

Ensuring the Privacy of Your Personal Information



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improving the health of the medical profession for the good of the community

