



A Guide to Your Rights and Responsibilities

This statement is intended to help you understand the rights and responsibilities you have as a client of Ranges Community Health. **If you do not understand anything in this statement please ask a staff member for an explanation**

Client Rights

Ranges Community Health promotes the following rights of clients. All clients have the right to:

- 1) An accredited interpreter.
- 2) Receive treatment that is free from discrimination.
- 3) Be listened to, shown respect, and treated with dignity and consideration.
- 4) Receive safe and high quality health care.
- 5) Know the identity, professional status and qualifications of the health worker responsible for their care.
- 6) Seek another opinion if unsure about treatment options.
- 7) Be informed about services, treatment, options and costs in a clear and open way.
- 8) Be included in decisions and to make choices about health care.
- 9) Refuse examinations, treatments or tests including refusing a service and withdrawing consent and that any future attempt to access a service is not prejudiced.
- 10) Bring a friend/relative or other advocate to help arrange services.
- 11) Pursue any complaint about service provision without retribution.
- 12) Seek assistance from a staff member or the Chief Executive Officer of the Service if not satisfied with their care and make suggestions that may improve their care.
- 13) Have input into decisions about how the service is run.
- 14) Privacy and confidentiality of personal information.
- 15) Privacy during consultations and case discussions. Those not involved in the consumer's care (including students) must have the permission of the consumer to be present.
- 16) Know how their collected personal information is to be used and be able to withdraw consent for information sharing at any time.
- 17) Expect that all communications and records about their care be treated confidentially. When confidentiality is not possible, the consumer has a right to know why and to whom the information must be given. Disclosure of information will occur where Ranges is under legal obligation to do so, with expressed permission from the consumer or there are significant concerns for safety of the consumer or others.
- 18) Access their consumer record file through legislation, specifically the *Freedom of Information* and *Health Records* Acts.

If not satisfied with the response to a complaint, clients are encouraged to contact the Health Service Commission on 9655 5200 or toll free 1800 136 066

Client Responsibilities

Ranges Community Health encourages clients to:

- 1) Follow a healthy lifestyle, with Ranges CH providing support and information which may assist the consumer in achieving their health goals.
- 2) Provide full and accurate information to the health worker responsible for the consumer's health management, including changes in condition.
- 3) Be an active participant in the services they receive and notify staff of any concerns.
- 4) Ask questions about services and if in doubt, seek a second opinion.
- 5) Be responsible for the results of any decisions they make.
- 6) Respect the privacy of others attending Ranges CH and keep confidential any information shared by group members in programs conducted by the Ranges CH.
- 7) Treat staff with courtesy and respect.
- 8) Provide staff with a safe environment when accepting a domiciliary service. For example, it may be necessary to restrain pets, ensure access to the home, or refrain from smoking.
- 9) Attend appointments on time and inform Ranges CH as early as possible if an appointment needs cancelling or rescheduling.
- 10) Pay fees and co-payments by dates given or contact our service to discuss payment options.
- 11) Advise Ranges if not satisfied with the service received.

Privacy Information

What information do we collect about you?

We keep your name and contact details on your consumer record. Other details such as your care plan and information about your health are recorded each time you visit.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan this service.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.