



Colac Area Health

Patient's Rights
Responsibilities and
Undertakings Agreement

Your Overall Rights under the Australian Charter of Healthcare Rights

What can I expect from the Australian health system?	
MY RIGHTS	WHAT THIS MEANS
Access	
I have a right to health care.	I can access services to address my healthcare needs.
Safety	
I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect	
I have a right to be shown respect, dignity and consideration.	The care provided 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 receive open, timely and appropriate communication about my health care in a way I can understand.
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 about health service planning.
Privacy	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
Comment	
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

When a patient of Colac Area Health you have a right to:

1. receive free public hospital services as a public patient, or to choose to be treated as a private patient;
2. receive treatment prioritised in order of clinical need and to be informed of the level at which you have been classified;
3. access a basic range of public health services including interpreters;
4. be treated with respect and dignity;
5. receive a clear explanation for any proposed treatment including alternatives and material risks;
6. consider before agreeing to, or refusing treatment, seeking a second opinion;
7. receive information about your continuing health care prior to leaving hospital;
8. have your confidentiality of your medical records protected in accordance with law

During your stay at Colac Area Health you may be asked to:

1. Participate in health professional training;
2. Participate in activities that test the standard of care at Colac Area Health through questionnaires or surveys;
3. Provide your own assessment of the care and treatment you received;
4. Complete a satisfaction discharge questionnaire to assist Colac Area Health to make patients stay as smooth as we can.

M G Iles
Chief Executive

Admission Patient Undertaking

While a Patient of Colac Area Health you undertake to:

- a) Be courteous and respect the rights and privacy of staff and other people using the service;
- b) Give treating staff complete information about your condition, symptoms, previous treatment, allergies, medications you have taken and any other information relevant to your treatment;
- c) Be honest with us by sharing all information about your habits and health. Withholding information can mean not getting the care that you need;
- d) Acknowledge that Colac Area Health may need to give priority to those patients most in need of care;
- e) Behave in a manner that promotes your recovery.

To aid your treatment you undertake to:

- f) Actively participate in decisions about treatments and to ask questions if there is any confusion — and continue to ask questions until you feel fully informed, and able to make an informed choice about your treatment;
- g) Let treating staff know if you believe your condition worsens or does not seem to be improving with treatment;
- h) Keep appointments or notify Colac Area Health when not able to keep appointments;
- i) Comply with prescribed treatments and recommended lifestyle change regimes and ask questions or ask for help to understand how to comply.



During your stay at Colac Area Health you undertake to:

1. Avoiding Putting Yourself and Others at Risk: While a patient of Colac Area Health you agree that you and people close to you will:
 - a. Not interfere with the treatment of other patient or their quiet enjoyment of the hospital;
 - b. Not smoke within close proximity to Colac Area Health;
 - c. Not take any equipment owned by Colac Area Health outside Colac Area Health premises; this includes intravenous drip poles (IV Poles); mobile monitoring equipment or any other device;
 - d. Not use social media for negative comment about Colac Area Health – the Feedback and Complaints system is for that purpose;
 - e. Not take photographs, videos or other recordings of the activities or happenings around Colac Area Health that involves other people
2. Not leave the premises of Colac Area Health unless you have the permission of the Nurse Unit Manager in charge at the time
3. Take all medications prescribed for you and you will not allow other people to remove your medications or aids from Colac Area Health premises and you will not engage in illicit drug taking behaviour
4. Not consume food brought in from home or outside businesses without the permission to do so from the Nurse Unit Manager in charge at the time.

On the basis of your signed undertaking below Colac Area Health agrees to admit you as a patient for treatment.

I have read Colac Area Health Patient Rights and Expectations and agree to abide by my expected undertakings detailed above; I understand that failing to do so may result in my care being ceased.

Patient's Signature:

Date: \ \

Admission Office Witness.....

Date: \ \