

RIGHTS & RESPONSIBILITIES



Southern Health

integrity • compassion • accountability • respect • excellence

Better Health for Our Community

It is important that you know what to expect from Southern Health, its services and staff and what your responsibilities are whilst receiving services. This brochure outlines your rights and responsibilities as a consumer of health care services at Southern Health.

YOU HAVE THE RIGHT TO

A high standard of health care

- participate in decisions regarding your health care.
- choose whether you wish to have treatment as a public or private patient.
- access a wide range of services.
- make a complaint or provide a compliment.

Services which respect your culture and communication needs

- access professional medical interpreters.
- services provided in a culturally sensitive way.

Receive only care or treatment for which you have provided consent

- refuse to receive care or treatment (some patients covered under the Mental Health Act cannot refuse treatment).
- decide if students may participate in your health care as part of their training.
- decide whether to participate in a research project.

Clear information about your condition and its management

- receive prompt, meaningful responses to questions or concerns you raise about your health care.
- be informed about treatment risks, benefits and alternatives.
- access your Southern Health records under the Freedom of Information Act 1982.

Dignity and respect in your care

- consideration of your individual needs.
- receive services in a manner which is neither discriminatory nor judgemental.
- be introduced to all staff who assist with your care.

Privacy and confidentiality

- respect for your privacy and to have your health information treated as confidential.
- secure storage and maintenance of your health care records.
- compliance by Southern Health with the requirements of privacy legislation.

A safe environment

- services provided in an environment that is accessible, clean, safe and secure.

A second opinion

- to request and receive a second opinion about your health care.

The support of a person of your choice in discussions about your care

- a support person to attend meetings and discussions with staff.
- appoint, in advance, someone to make health care decisions for you if and when you become unable to do so.

Be informed of any cost payable for health care services

YOU HAVE A RESPONSIBILITY TO

Cooperate with your treating team

- keep appointments arranged for you.
- understand the consequences of any decision you make to refuse care or treatment.

Provide, to the best of your ability, information to assist with your treatment

- provide accurate information about your own and any relevant family medical history; including all medications, drugs, remedies or substances that you are taking.

Tell us when you have questions or concerns about your care

- ask questions so we can assist you to understand your medical condition, treatment and care.

Support us in providing an environment that is safe, clean and pleasant

- follow rules regarding no smoking areas and the prohibition of alcohol and illicit drugs on Southern Health premises.
- keep noise to a minimum for the benefit of those around you.
- allow staff to use equipment to assist them to lift or move you.
- leave valuables at home as Southern Health will not accept any responsibility for loss or damage to property brought to the facility.

Show respect for the people taking care of you and other users of our services

- respect the privacy, needs and dignity of others by being courteous and considerate.
- respect our visiting hours and comply with visitors' guidelines.

Pay accounts in an appropriate time and provide access to your Medicare Card when required

- bring details with you if you are covered by private health insurance.

COMPLIMENTS, COMMENTS AND CONCERNS

Southern Health appreciates all feedback about the services and care we provide. The feedback received is used to continually improve the quality of our services. Any information provided will not affect your care. You will be treated with respect and your feedback will be dealt with in a timely manner.

What to do if you have a concern:

- Firstly, speak to a staff member directly involved in your care or the person in charge of the area.
- Should you wish to make a complaint, you can also talk to a Complaints Liaison Officer:

Monash Medical Centre Clayton **9594 2702**

Monash Medical Centre Moorabbin **9928 8584**

Dandenong Hospital **9554 8078**

Kingston **9265 1000**

Casey Hospital **8768 1200**

Community Health (Please contact the relevant site)

- Should you wish to make a complaint in writing, please forward your correspondence to:

Complaints and Compliments

Southern Health

Locked Bag 29

Clayton South VIC 3169

or by email to:

feedback@southernhealth.org.au

- If you believe that your concerns have not been adequately addressed by Southern Health you may contact:

The Health Services Commissioner

Level 30, 570 Bourke Street

Melbourne VIC 3000

Telephone: 8601 5200 or

Freecall: 1800 136 006

PRIVACY AND ACCESS

Southern Health is required to collect, handle and ensure the privacy of your health information in accordance with the Health Records Act 2001. This Act and the Freedom of Information Act 1982 give you right of access to your health record. To request access to your health record, please write to:

**The FOI Officer
Southern Health
Locked Bag 29
Clayton South VIC
3169**

Southern Health may use health information without obtaining your specific consent:

- If necessary for staff to safely and effectively provide treatment for you.
- For the purposes of funding, management, planning, monitoring, improvement or evaluation of health services provided. You cannot be identified.
- For research approved by our Ethics Committee. They will evaluate each research project and protect the privacy of individuals participating.
- Where required to do so by law, we provide patient details to the Australian Red Cross Society to trace blood or blood products. There are statutory reporting requirements in respect of a child considered to be at risk. Some infectious diseases have to be notified to the Department of Human Services.

Southern Health can decline to give you access to the whole, or part of, your health record if we believe, on reasonable grounds, that to do so would pose a serious threat to the life or health of any person (including your own). Southern Health can also decline to give you access to information given to us in confidence by another person, such as a friend or relative.

If you have any queries about the collection, use and disclosure of your health information, please contact Southern Health's Freedom of Information Officer on (03) 9594 2123.

The Rights and Responsibilities brochure is available in your language.
Please ask a staff member at Reception.

Arabic

منشورنا حول الحقوق والمسؤوليات متوافر بلغتكم. الرجاء سؤال الموظفين في المكتب.

Cambodian

ក្នុងសៀវភៅសិទ្ធិអំពីសិទ្ធិ និងកាតព្វកិច្ចទាំងឡាយរបស់យើង គឺមានផ្តល់ជូនជាភាសារបស់លោកអ្នក។ សូមសាកសួរសមាជិកបុគ្គលិកនៅកន្លែងទទួលភ្ញៀវ។

Chinese

《我們的權力和責任》小冊子有你們語言的版本。請到問詢處向工作人員查詢。

Croatian

BROŠURA “NAŠA PRAVA I ODGOVORNOSTI”, DOSTUPNA JE I NA VAŠEM JEZIKU.
MOLIMO VAS, RASPITAJTE SE KOD NAŠEG OSOBLJA NA RECEPCIJI.

Dari

جزوه ای حقوق و مکلفیت های مادر لسان خود ما فراهم میباشند. لطفاً از یک کارکن میز پذیرش
مراجعه کنید.

Greek

ΤΟ ΦΥΛΛΑΔΙΟ ΜΑΣ ΔΙΚΑΙΩΜΑΤΑ ΚΑΙ ΥΠΟΧΡΕΩΣΕΙΣ ΔΙΑΤΙΘΕΤΑΙ ΤΩΡΑ ΣΤΑ ΕΛΛΗΝΙΚΑ.
ΠΑΡΑΚΑΛΟΥΜΕ ΡΩΤΗΣΤΕ ΕΝΑ ΑΠΟ ΤΑ ΜΕΛΗ ΤΟΥ ΠΡΟΣΩΠΙΚΟΥ ΣΤΟ ΓΡΑΦΕΙΟ.

Italian

L'OPUSCOLO “I NOSTRI DIRITTI E RESPONSABILITA’ ” E’ DISPONIBILE NELLA TUA
LINGUA. SEI PREGATO DI CHIEDERE AL PERSONALE PRESSO LA RECEPTION.

Serbian

НАШУ БРОШУРУ О ПРАВИМА И ОБАВЕЗАМА МОЖЕТЕ ДА ДОБИЈЕТЕ НА СВОМ
ЈЕЗИКУ. МОЛИМО ВАС ОБРАТИТЕ СЕ ОСОБЉУ НА РЕЦЕПЦИЈИ.

Somali

QORAALKA MASUULIYAADKAYAGA IYO WAAJIBAADKAYAGA WAXAA LA HELLAA ISAGOO
KU QORAN AFKA SOOMAALIGA. FADLAN WEYDII SHAQAALAHA MIISKA JOOGA.

Turkish

HAKLARIMIZ VE SORUMLULUKLARIMIZ BROŞÜRÜ SİZİN DİLİNİZDE DE
BULUNMAKTADIR. LÜTFEN DANIŞMA MASASINDA GÖREVLİ PERSONELE SORUNUZ.

Vietnamese

TẠI ĐÂY CÓ TÀI LIỆU TIẾNG VIỆT ‘QUYỀN LỢI & TRÁCH NHIỆM CỦA CHÚNG TÔI’.
XIN HỎI NHÂN VIÊN TẠI BÀN GIẤY.