

Patient Rights and Responsibilities

Patient Rights

- To receive quality health care from appropriately qualified and experienced staff and to receive continuity of care when attending Wyndham Clinic Private Hospital
- To receive health care that does not discriminate, particularly on the basis of race, religion, gender, health insurance status, socioeconomic background or age
- To obtain complete and current information on your care and treatment in a language you can understand
- To receive consideration of special dietary requirements
- To receive information about your options for your care and treatment including advantages, disadvantages, risks, benefits and alternatives to these treatments.
- To be given adequate opportunity to have any information clarified and/or any questions answered
- To be treated with courtesy and respect and to have your privacy and cultural background respected by staff as well as having access to an interpreter if required
- To expect that a safe and secure environment is maintained while receiving services including physical and emotional support
- To expect that knowledge and information concerning your condition and care requirements are treated as confidential and only used by staff who are involved in your care, unless we direct us otherwise
- To have your health care discussed where others could not overhear it
- To have the opportunity to participate in decisions affecting your health care
- To know the identity and professional status of all attending Wyndham Clinic Private Hospital and to refuse the presence of other people during the delivery of the treatment
- To expect staff to routinely introduce themselves to you
- To seek a second opinion on your condition, treatment or care plan
- Where applicable to know in advance the charges for the services provided to you
- To give your informed consent before the services are provided, to refuse the care or treatment options provided to you by staff, after being fully informed of the consequences of that decision
- To discuss any concerns, questions, provide feedback or complaints about issues related to the services provided to you, the processes involved with the service provision and any treatment undergone at Wyndham Clinic Private Hospital
- To continue to receive appropriate alternative care if any decision to refuse treatment is made

Patient Responsibilities

- To participate and cooperate with an agreed treatment and care program or inform staff of your intention not to comply
- To be considerate of staff and other patients, treating them with courtesy and respect and ensuring a safe environment
- To provide correct and relevant information about your health to assist staff involved in your care
- To inform staff if you are covered by any special benefits/schemes and to consider your ability to meet your financial obligations to pay accounts and fees for which you are responsible
- To advise Wyndham Clinic Private Hospital if you are unable to keep an appointment providing at least 24 hours' notice