

# PETER MAC'S PATIENT CHARTER



**Peter Mac**  
Peter MacCallum Cancer Centre  
Victoria Australia

**The Peter Mac Patient Charter describes the rights and responsibilities of patients when coming to Peter Mac.**

**To achieve the best possible health outcomes, we believe in a genuine partnership. It allows patients (both adults and children), families, carers and healthcare providers to work together and share an understanding that helps build and achieve high quality health and safety outcomes.**

The Australian Charter of Healthcare Rights in Victoria underpins the Peter Mac Patient Charter. We support and promote the rights and responsibilities of all our patients, families, carers and consumers. Healthcare rights are available to everyone in the healthcare system. The following information provides detail on your rights and responsibilities.

## **Respect**

You have the **right** to:

- be treated with dignity and respect.
- be treated fairly and equally regardless of race, age, gender, gender identity, sexual orientation, carer status, disability, marital status or religious beliefs, faith or personal characteristics.
- a protected and safe environment that is free from harm at all times.
- receive care that fits in with your culture and beliefs.
- receive care and treatment that allows personal privacy.

You are **responsible** for:

- treating other patients, visitors and hospital staff with dignity and respect.
- inform staff of any concerns or observations that concern you.
- behaving in a manner that will not affect the safety, wellbeing or rights of other patients, staff or visitors.

- understanding you may be asked to leave or have care withdrawn if you:
  - disrespect staff or any other person(s).
  - behave in a manner that is threatening or dangerous.

## **Communication, privacy and feedback**

You have the **right** to:

- timely, open and effective two-way communication with your healthcare provider.
- access clear and easy to understand information about your treatment.
- be provided with a certified interpreter if you need one.
- have your choices, likely outcomes, possible side effects, risks and costs (if any) explained to you.



- expect Peter Mac to treat you and your information with respect and privacy, according to the law.
- raise your concerns and give feedback and expect them to be addressed.
- access Peter Mac's Consumer Liaison if you are unsatisfied or worried about any aspect of your or your loved one's care or treatment.
- open disclosure (open and honest discussion) if things go wrong.

You are **responsible** for:

- being open and honest with staff.
- telling staff if you have a problem or any concerns.
- asking questions or requesting more information if you do not understand.
- telling staff if English is your second language or need an interpreter.
- giving Peter Mac your most up-to-date health information including alternative and/or complementary therapies.

## Participation

You have the **right** to:

- take an active role in choosing which treatment to have.
- have family, carers and chosen support person(s) involved in your care.
- refuse treatment. Please understand there could be situations where you may be regarded as unable to give informed consent, or to refuse treatment (see next point).
- choose someone to act as your agent that can make medical decisions for you in the event you cannot speak for yourself.
- expect Peter Mac staff to advise you of the services you may need after you leave Peter Mac and provide you with the necessary referrals and appointments where possible.

You are **responsible** for:

- asking questions so you fully understand your medical condition and the treatment options available to you before you give consent to any treatment.

- discussing your concerns with your healthcare provider to assist your decision making process.
- providing a copy of any legal documents that could affect your care.

## Access and safety

You have the **right** to:

- the healthcare you need.
- seek a second opinion.
- a wide range of healthcare services.
- receive safe, protective, supportive and high-quality care that meets your healthcare needs as an adult or child.

You are **responsible** for:

- telling Peter Mac staff of any changes to your address, contact and/or GP (General Practitioner) details.
- understanding you may need to wait for attention or treatment at certain times, when staff are attending to other patients.
- attending your appointments or notifying Peter Mac in advance if you are unable to attend.
- accepting that some services you require or need may not be available at Peter Mac.

## Where to find more information?

Copies of the Patient Charter are available at all our hospital sites. Please ask our staff for a copy or let them know if you have any questions or concerns.

For more information about healthcare and patient rights, please visit:

**[www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/](http://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/)**

Audio and multi-lingual consumer brochures of the Australian Charter of healthcare Rights in Victoria are also available at:

**[www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights/working-with-consumers/consumer-brochure](http://www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights/working-with-consumers/consumer-brochure)**