

# PETER MAC'S PATIENT CHARTER



**We support the rights and responsibilities of our patients, their families and carers. We will work with you to achieve the best possible outcomes. Using open and honest discussion, we will give you information to help you make decisions about your treatment and care.**

## Respect

You have the **right** to:

- Be treated with dignity and respect
- Be treated fairly and equally regardless of gender, age, sexual orientation, carer, disability, marital status or religious beliefs, faith or personal characteristics.
- Receive care that recognises, respects and includes your cultural beliefs, choices and cultural identity.
- Feel protected and safe.

You are **responsible** for:

- Treating other patients, visitors and hospital staff with dignity and respect.
- Telling staff if something is upsetting you or you are worried about.
- Behaving in a way that does not affect the safety, wellbeing or rights of other patients, visitors and hospital staff.
- Understanding you may be asked to leave or have care withdrawn if you:
  - Disrespect staff or others
  - Behave in a threatening or dangerous manner.

## Communication, Privacy and Giving Feedback

You have the **right** to:

- Information about you or your treatment that is clear and easy to understand.

- Timely, open and effective two-way communication with your healthcare provider.
- A certified interpreter, if you want one.
- Know all your choices, possible outcomes, side effects, risks and costs.
- Be told if something has gone wrong, how it happened, how it will affect you and what is being done to fix it.
- Expect Peter Mac to treat you and your information with respect and privacy, according to the law.
- Raise your concerns and give feedback without it affecting the way you are treated.
- Access Peter Mac's Consumer Liaison if you are unsatisfied or worried about your or your loved one's care or treatment.
- Share your experiences with others.

You are **responsible** for:

- Being open and honest with staff.
- Asking questions or requesting more information if you do not understand.
- Telling staff if English is your second language or if you need an interpreter.
- Giving Peter Mac your most up-to-date health information including any other therapies you are involved in.

## Partnership

You have the **right** to:

- Take part in and decide which treatment or care is best for you.
- Involve family, carers and/or friends in your care.
- Refuse treatment. However, there may be some situations where you may be regarded as unable to give informed consent, or to refuse treatment (see next point).
- Choose someone (your agent) to make your medical decisions if you cannot speak for yourself.
- Know what services you may need or can access after you leave Peter Mac.

You are **responsible** for:

- Asking questions so you fully understand your medical conditions and your treatment options, before giving consent.
- Discussing your concerns with your healthcare provider to assist your decision making process.
- Alerting us to any changed health conditions, new or old, that may need reviewing by medical staff.
- Providing a copy of any legal documents that could affect your care.

## Access and Safety

You have the **right** to:

- The healthcare you need.
- A wide range of healthcare services.
- Receive safe, protective, supportive and high-quality care that meets your needs (as an adult or child).
- An environment that is safe and makes you feel safe.

You are **responsible** for:

- Telling Peter Mac staff of any changes to your personal details such as address, contact, and/or 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 letting us know in advance if you are unable to attend.
- Accepting that some services you need or may require are not available at Peter Mac.

## Where to find more information?

Our Patient Charter is available at all our hospital sites and on our website at:

- [https://www.petermac.org/sites/default/files/page/downloads/00224\\_A4\\_Patient%20Charter\\_WEB.pdf](https://www.petermac.org/sites/default/files/page/downloads/00224_A4_Patient%20Charter_WEB.pdf)

For more information about patient rights, or multilingual and audio brochures, please visit:

- <https://www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights/about-the-charter>
- <https://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/PresentDetail?Open&s=Australian Charter of Healthcare Rights in Victoria>