

Patient Rights

For the safety and security of our patients, Camden Surgical Hospital abides by the **Australian Charter of Healthcare Rights**. We are committed to providing the best possible care and respecting each patients' rights and responsibilities, as outlined below.

Safety

Patients have the right to receive safe, high-quality healthcare that meets national standards, and to be cared for in an environment that is safe and makes them feel safe.

Respect

Patients have the right to be treated as an individual, with respect and dignity. Patients also have a right that their culture, identity, beliefs, and choices are recognised and respected.

Information

Patients have the right to receive information about their condition, the benefits and risks of different tests and treatments so that they can give informed consent.

Patients have the right to receive accurate information about services, waiting times and the cost of their care. They also need to be given assistance when needed, to help understand and use health information.

Patients have the right to access their health information and to be told if something has gone wrong with their healthcare, how it happened, how it may affect them and what is being done to make care safe.

Privacy

Patients have the right to privacy and confidentiality of their personal information, and to have such information kept secure and confidential.

Patients have the right to access their medical records and can do this by discussing their request with the Director of Nursing.

Feedback

Patients have the right to provide feedback or make a complaint without in any way affecting the way they are treated. Their concerns must be addressed in a transparent and timely way. They must also be able to share their experience and participate in improving the quality of care and health services offered.

More Information

Please click this link for a PDF copy of the **Australian Charter of Healthcare Rights** and for further information visit www.safetyandquality.gov.au/your-rights.

You have the right to comment on the care you have received and to have your concerns addressed

NSW Health wants to hear your comments on healthcare because it is important to know when things require improvement and when they are going well.

With respect to any complaints, the first step should be to contact Camden Surgical Hospital and ask to speak to the Director of Nursing.

Unresolved issues can be addressed to the Health Care Complaints Commission website.

www.hccc.nsw.gov.au

More information is available at the following website.

<https://www.health.nsw.gov.au/patientconcerns/Pages/your-health-rights-responsibilities.aspx>