

Information for Patients on their Rights and Responsibilities



**AUSTRALIAN
CONCEPT
FERTILITY
CENTRE**

The Australian Charter

The rights included in the Charter relate to access, safety, communication, participation, respect, privacy and consent.

The three guiding principles for the charter are;

Access- Everyone has the right to be able to access health care.

The commitment to International agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

The Australian society is made up of people with different cultures and ways of life and this is acknowledged and respected.

Policy

All patients attending Concept Fertility Centre and Day Hospital shall be provided with information regarding their Healthcare rights and responsibilities in line with the Australian Charter of Healthcare Rights. This has been endorsed by the CEO in the interests of all those in our care.

Your Rights

Privacy

You have a right to privacy and confidentiality of your personal information.

If you wish to access your health record you will need to provide proof of identity.

Safety

You have a right to safe and high quality care which is provided with professional care, skill and competence.

If you have any concerns with your care or feel that something has been missed please alert Concept of this. Let us know of any circumstances that might make your health care more risky.

Respect

You have the right to be treated with respect, dignity and consideration when receiving care. The care provided should be considerate to your culture, beliefs, values and personal characteristics.

Many different cultures and religious denominations access our services and Concept Fertility Centre and Day Hospital recognises the need to consider these cultural differences and diversities.

Please inform us of any religious or cultural requirements you may have so that we can endeavor to meet your needs.

Communication

You have a right to information to provide you with a clear understanding of your options for treatment and the possible risks and outcomes including the costs in a clear and open way. Your doctor and Concept staff will tell you about your treatment and assist you with understanding the processes involved.

You can contribute by being as open and honest with your communications and ask questions if you would like more information to understand the instructions given to you.

If you experience language difficulties you will need to inform the Coordinator when making appointments so they can advise you regarding the interpreter service. You may bring another person with you for support or to assist with communication if you wish.