

Your rights and responsibilities

Information for patients and visitors

Sydney Local Health District is committed to providing you with the very best care.

These are the rights you, your family and someone you care for can expect when you access our hospitals or services. These rights apply to all people in all places where health care is provided in Sydney Local Health District.

You have a right to:

Access

- Healthcare services and treatment that meets my needs.

Safety

- Receive safe and high quality care that meets national standards
- Be cared for in an environment that makes you feel safe.

Respect

- Be treated as an individual, and with dignity and respect
- Have your culture, identity, beliefs and choices acknowledged and respected.

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with your healthcare provider, to the extent that you choose and are able to
- Include the people that you want in planning and decision-making.

Information

- Clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give my informed consent



- Receive information about services, waiting times and costs
- Be given assistance, when you need it, to help you to understand and use health information
- Request access to your health information
- Be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe.

Privacy

- Have your personal privacy respected
- Have information about you and your health kept secure and confidential.

Give feedback

- Provide feedback or make a complaint without it affecting the way that you are treated
- Have your concerns addressed in a transparent and timely way
- Share your experience and participate to improve the quality of care and health services.



Working in partnership

Good health care is best achieved in partnership between you and the health providers delivering your care. To help us provide you with better care, it is important that you:

- Tell staff if you require more information or if there is anything you do not understand or are worried about
- Follow your health care plan or let your health care professional know if you are unwilling or unable to do so.

Information you should tell health care staff

- Your medical history and sometimes that of your family. This includes any health related problems, complications or reactions you have previously experienced
- Any treatment or medications you are (or should be) taking including any complementary, natural or alternative medicines
- Any change in your condition, including any problems you may have with any medication or treatment you are receiving
- Any additional needs you have, including those of cultural or religious importance or as a result of disability.

Please be considerate of staff and other patients

- Violence, swearing, threats or verbal abuse towards another patient, relative or staff member is unacceptable
- Be aware of the needs of other patients and their privacy
- All hospitals and health services are smoke-free zones at all times
- Do not bring alcohol, illegal substances or weapons to any health services.



For more information
safetyandquality.gov.au/your-rights

Give feedback

Our staff work hard every day to make a difference. If you would like to compliment an individual or team, you can speak to the staff member providing care, to the nurse in charge, or get in touch by phone, email or letter.

We also understand that sometimes you may have concerns or complaints. If you do not feel comfortable talking with staff, you can contact our Patient and Family Experience Officers.

Patient and Family Experience Officers

Hospital/Service	Phone number
Royal Prince Alfred Hospital	9515 5590
Concord Hospital	9767 7488
Canterbury Hospital	9787 0961
Balmain Hospital	9395 2003
Sydney Dental Hospital	9293 3311
Mental Health Services	9767 8863
Drug Health Services	9378 1300
Community Health Services	9515 9558
RPA Virtual Hospital	9515 9565
Aged Care Community Services	9767 6614

If you feel your concerns have not been adequately addressed, please contact:

Director of Patient and Family Experience

Phone: 9515 9600

Email: SLHD-ESU@health.nsw.gov.au

Chief Executive

Email: SLHD-ESU@health.nsw.gov.au

Mail: Sydney Local Health District
PO Box M30, Missenden Road,
Camperdown NSW 2050

Health Care Complaints Commission

Phone: 9219 7444

Toll Free in NSW: 1800 043 159

Email: hccc@hccc.nsw.gov.au