

# The Sydney Clinic for Gastrointestinal Diseases

## PATIENT'S RIGHTS AND RESPONSIBILITIES

### **PATIENTS HAVE THE RIGHT TO:**

- Respect, compassion, consideration and dignity.
- Courteous assistance, without discrimination, on the basis of age, social status, sex, race, religion, sexual preference or political belief.
- Privacy, which is maintained and protected within the constraints of the individual care plan.
- Confidentiality of all personal and medical information
- Participate in care planning
- Include carer in care planning, admission and discharge process
- Informed consent for all procedures and operations.
- Withdraw your consent and refuse treatment at any time.
- Receive treatment by appropriately qualified and registered health personnel.
- Know the identity, professional status and qualifications of the staff member assigned to your care.
- Request a second opinion.
- Have access to your records, subject to the agreement of your doctor.
- An interpreter if necessary.
- Full disclosure of all financial obligations
- A safe environment where all safety requirements are enforced, according to appropriate safety regulations and standards.
- Give your opinion of the quality of health care and service that you have received.

### **PATIENT'S HAVE RESPONSIBILITY TO:**

- Participate in your health care and when agreed comply with the medical/nursing advice given to you.
- Accept the consequences of your own informed decisions regarding your care.
- Provide accurate medical and personal information and not knowingly withhold any information that may effect their treatment.
- Read and comply with preparation & discharge instruction supplied, and follow advice of nursing and medical staff.
- Courteous behaviour, consideration and respect for the rights and wellbeing of other patients and staff.
- Act as instructed by staff in the event of an emergency.
- Attend follow up consultation, as arranged.
- Comply with the NO SMOKING POLICY within the facility and the building
- Meet their financial obligations as informed.

## **The Sydney Clinic for Gastrointestinal Diseases**

If you wish to lodge a complaint, staff will provide you with a form & reply paid envelope, addressed to our "QUALITY MANAGER" for this purpose. **It is important that we are made aware of any problem as soon possible, so that staff and management can review the issue and take appropriate action immediately.**