



CARERS' RIGHTS AND RESPONSIBILITIES

Toowong Private Hospital acknowledges the capabilities of families and non-professional carers, (hereafter called 'carer'), and recognises the contribution they make to the support and care of people with mental health problems and mental disorders.

The RIGHTS of carers include:

- **ACCESSIBILITY** - All carers have the right to place limits on their accessibility and availability to the patient including visits, telephone, email etc.
- **COMMENTS AND COMPLAINTS** – All carers of a patient have the right to make comment or initiate complaints and receive a response with regard to any aspect of the patient's treatment and care, with the consent of the patient where appropriate.
- **IDENTIFICATION OF PERSONNEL** – All carers have the right to know the identity and professional status of individuals providing both services and care.
- **LEAVE OF ABSENCE** - At times patients are not constrained to the Hospital premises. Where the carer is intended to take some responsibility for the patient during day or overnight leave, carers have a right to be involved in the decisions regarding leave.
- **MEDICAL INFORMATION** – Carers have the right to ask questions and to obtain information, education and support to help understand and care for their relative or friend. This information should be communicated in terms that can be reasonably understood and with respect to patient confidentiality and privacy.
- **PARTICIPATION IN TREATMENT OPTIONS** – including:
 1. Participating in the treatment and care of the patient, with their consent and as planned with their Psychiatrist and other members of the clinical team.
 2. Cooperating with the treating psychiatrist, nursing and allied health clinical staff.
 3. Providing information to the treating psychiatrist and clinical staff that they think is relevant to assessment and treatment of the patient.

- **PRIVACY AND CONFIDENTIALITY** – All carers have the right to privacy as limited by legislation.

This includes the right to:

1. Be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy.
 2. Expect that any discussion or consultation involving the patient's care and treatment will be conducted discreetly and that individuals not directly involved in the patient's care will not be present without the patient's permission.
 3. Have the patient's Medical Record read only by individuals directly involved in their treatment or in the monitoring of its quality.
 4. Expect all communications and other records pertaining to the patient's care to be treated as confidential.
- **RESPECT AND DIGNITY** – All carers have the right to be treated in a manner that is considerate and respectful under all circumstances, acknowledging personal dignity and values.
 - **SECOND OPINION** – Carers may seek further opinions in consultation with the patient, about the diagnosis, care and treatment of their relative and friend. It is the patient and carer's responsibility to arrange or facilitate this.

The RESPONSIBILITIES of every carer include:

- **ABSENCES FROM HOSPITAL** – Where the carer is intended to take some responsibility for the patient during day or overnight leave, carers have a responsibility:
 1. To accompany the patient to and from the Hospital and ensure the patient notify their departure and return to the Nurses' Station.
 2. Observe Hospital policy in relation to hours of the departure and return.
 3. Understand that the carer and the patient are responsible for the patient's own care, health and safety from the time of departure from the Hospital.
 4. Carers and patients have the responsibility of delivering all medication to the Nurses' Station on return from leave to ensure no medication is kept in patients' rooms.

Where a patient is hospitalised under the *Mental Health Act 2000* the carer must comply with legislative requirements in regard to absence and/or leave from the hospital.

- **ALCOHOL AND PROHIBITED SUBSTANCES** – The possession and/or consumption of alcohol, non-prescribed medication or illicit drugs is prohibited within the grounds of Toowong Private Hospital. It is also the carers' responsibility that such substances are not consumed while temporarily absent from the Hospital to any extent that may conflict with treatment or medication. Consumption of such substances whilst absent from the Hospital should be reported to nursing staff. The use of such substances may potentially result in discharge.
- **COMMUNICATION** – Carers acknowledge patients have the right to choose the level and type of communication with any member of their family, friends and the general community.
- **CONTACT**– Carers should respect the patient's right to say who may be informed of, and have contact with the patient, in relation to their admission or visiting. Carers have a responsibility to respect a patient's right to withdraw their consent for contact with family, carers or friends at any time.

PROVISION OF INFORMATION – All carers have the responsibility:

- to the best of their knowledge, accurate and complete information about the patient's presenting problem/s, past illnesses, previous hospitalisations, medications, and other matters relating to their health and treatment
- for reporting unexpected changes in the patient's condition if appropriate, to the treating doctor or nursing and allied health staff
- to seek information from the treating doctor and the clinical team where appropriate, sufficient for them to have a clear understanding of the proposed treatment and care and what is expected of them as participants in treatment and management.
- **RESPECT AND CONSIDERATION** – All carers have the responsibility for being considerate and respectful of the patient, other patients, all Hospital personnel and visitors. All carers have the responsibility of treating all hospital property with respect and care.
- **RESPECT PATIENTS RIGHTS** – All carers have a responsibility to respect the right of the patient to say who can be involved in their treatment and care.
- **SAFETY** – Carers have the responsibility of ensuring, as far as possible, their own and others' safety both inside and outside of the Hospital and its grounds.