



## **PATIENTS' RIGHTS AND RESPONSIBILITIES**

Toowong Private Hospital recognises and acknowledges that all patients have important rights and responsibilities.

### **The RIGHTS of every patient include:**

- **ACCESS TO CARE** - Toowong Private Hospital is a privately owned facility operating on a fee for service basis. All individuals have the right to access treatment and/or care available and medically indicated regardless of race, creed, sex or national origins.
- **ACCESS TO PERSONAL INFORMATION** – Toowong Private Hospital will provide patients, upon request, with access to personal information (including health and sensitive information) held about them consistent with the Privacy Act 1988 (as amended), subject to certain restrictions. Access can be arranged by making a request to the person in charge of the Hospital. Toowong Private Hospital will take reasonable steps to correct information if it is shown to be inaccurate, incomplete or out of date. Further information regarding the use of, access and amendment to personal information held by the Hospital can be provided by speaking with the Hospital's Privacy Officer (who can be contacted through the Hospital's main switchboard).
- **ACCOUNT INFORMATION** - All patients have the right to request and obtain, from the Administration Services of the Hospital, complete and current information concerning accounting requirements, procedures, and practices.
- **COMMENTS AND COMPLAINTS** – All patients have the right to make comment or initiate complaints and receive a response with regard to any aspect of their treatment and care.
- **COMMUNICATION** – All patients have the right to choose the level and type of communication with any member of their family and the general community
- **CONSENT** – All patients have the right that their informed consent will be sought and obtained by their Doctor before any treatment is commenced. All patients have the right to withdraw their consent for treatment at any time. It may be a requirement to confirm and or withdraw this consent in writing.
- **IDENTIFICATION OF PERSONNEL** – All patients have the right to know the identity and professional status of individuals providing both services and care. All individuals have the right to choose the Psychiatrist primarily responsible for directing their care.

- **MEDICAL INFORMATION** – All patients have the right to obtain, from the Psychiatrist responsible for coordinating their care, complete and current information concerning diagnosis (as far as the Psychiatrist is aware), the treatment and any known prognosis. This information should be communicated in terms that can be reasonably understood.
  
- **PERSONAL SAFETY** – All patients have the right to expect reasonable levels of personal safety, in so far as is practicable in the environment and practices of the Hospital.
  
- **PRIVACY AND CONFIDENTIALITY** – All patients have the right to personal and informational 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 their care and treatment will be conducted discreetly and that individuals not directly involved in their care will not be present without their permission.
  3. Have their Medical Record read only by individuals directly involved in their treatment or in the monitoring of it's quality.
  4. Expect all communications and other records pertaining to their care to be treated as confidential.
  
- **REFUSAL OF TREATMENT** – All patients have the right to refuse treatment to the extent permitted by legislation.
  
- **RESPECT AND DIGNITY** – All patients have the right to be treated in a manner that is considerate and respectful under all circumstances, acknowledging personal dignity and values.
  
- **SECOND OPINION** – All patients have the right to seek a second opinion. It is the individual's responsibility to arrange this or the person responsible for their care can facilitate this.

**The RESPONSIBILITIES of every patient include:**

- **COMPLIANCE WITH TREATMENT** – including:
  1. Participating in their treatment and care as planned with their Psychiatrist and other members of the clinical team.
  2. Cooperating with nursing and allied health clinical staff. .
  
- **FINANCIAL LIABILITY** – All patients have a responsibility to be, or to become, fully aware of the costs they incur during their admission and treatment, and the subsequent payment of outstanding expenses on or prior to discharge (unless other

arrangements have been made with the Hospital Administration Services). Such expenses could include personal items from the pharmacy, TV hire, STD & mobile telephone calls, co-payments or excesses related to their health insurance.

- **PROVISION OF INFORMATION** – All patients have the responsibility of providing, to the best of their knowledge, accurate and complete information about their presenting problem/s, past illnesses, previous hospitalisations, medications, and other matters relating to their health and treatment. All patients are responsible for reporting unexpected changes in their condition to their Doctor or nursing and allied health staff. All patients have the responsibility to seek information from their Doctor and the clinical team sufficient for them, and their family and/or carer where appropriate, to have a clear understanding of their proposed treatment and care and what is expected of them as a patient.
- **REFUSAL OF TREATMENT** – All patients have the responsibility for accepting the consequences of their own actions if they refuse treatment or do not follow their Doctors' requirements or recommendations.
- **RESPECT AND CONSIDERATION** – All patients have the responsibility for being considerate and respectful of the rights of other patients, all Hospital personnel and visitors. All patients have the responsibility of treating all hospital property with respect and care.
- **SAFETY** – All patients have the responsibility of ensuring, as far as possible, their own and others' safety both inside and outside of the Hospital and its grounds.
- **ABSENCES FROM HOSPITAL** – Voluntary patients are not constrained to the Hospital premises. However patients must:
  1. 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 they are responsible for their own care, health and safety from the time of departure from the Hospital.

Those patients hospitalised under the *Mental Health Act* 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 patient's 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. Use of said substances may result in discharge.
- **CARE OF VALUABLES** – Patients are responsible for the care of their own personal items and valuables. Where possible valuables should be left or sent home, and should

not be unsecured in patients' rooms. . Any valuables that patients want to keep with them in Hospital should be secured in the locked drawer in each patient's room or deposited at Reception for securing in the Hospital safe, and entered in the valuables book. The Hospital reserves the right to decline to accept valuables for safekeeping. Any valuables deposited are retained at the risk of patients.

- **VEHICLES** - The Hospital cannot assure on-site parking for patients' vehicles. If driving to the Hospital, patients do so at their own risk and agree that cars are parked at their own risk without any responsibility on the part of the Hospital for loss or damage to vehicles or persons.
- **MEDICATION** – Patients have the responsibility of delivering all medication to the Nurses' Station. Medication must not be kept in patients' rooms.