

Patient rights & responsibilities

How to give compliments,
raise concerns or make
complaints about your care

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Adventist HealthCare is a Christian health care provider owned by the Seventh-day Adventist Church, operating several businesses including: Sydney Adventist Hospital, San Day Surgery Hornsby, San Radiology & Nuclear Medicine, Sydney Adventist Hospital Pharmacy and ELIA Wellness. As a not-for-profit organisation, our purpose is to benefit our community – not shareholders, with all proceeds reinvested back into services and facilities ensuring we provide the best possible care.

Adventist HealthCare originated with the opening of 'Sydney Sanitarium' in 1903 – a place of health and healing where people learned to stay well. Sydney Adventist Hospital, still fondly referred to as 'the San' has grown to become NSW's largest private hospital.

The organisation's reputation for exceptional care is built on the continuous provision of leading medical & surgical care, underpinned by the expertise, commitment and compassion of our people, and our faith-based approach to caring for the whole person – which is reflected in our Mission 'Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves'.



**Adventist
HealthCare**

Adventist HealthCare is committed to providing the highest possible standard of health care throughout all our facilities.

We respect the rights of everyone within our community and promote involvement of our patients and their families with their healthcare.

Our organisation strives to go the extra mile to deliver a more caring service so we welcome feedback from our patients to help us enhance what we do.

Adventist HealthCare supports the Australian Charter of Healthcare Rights which clearly outlines the rights of patients and consumers when seeking or receiving healthcare services.

This charter has been adopted to form the Rights & Responsibilities outlined in this brochure.

Please take the time to read this information and, if you have any questions, I encourage you to reach out to one of our staff members.

Brett Goods

Chief Executive Officer
Adventist HealthCare



Patient Healthcare Rights



I have a right to:

ACCESS

- Healthcare services and treatment that meets my needs

SAFETY

- Receive safe and high quality healthcare that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

RESPECT

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

PARTNERSHIP

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

INFORMATION

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

PRIVACY

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

GIVE FEEDBACK

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

PARENTAL RIGHTS

- Exercise my rights as a parent or guardian of a child
- Choose to stay with my child at all times except when the provision of health care precludes this
- Make decisions regarding consent to treatment of my child if they are under 14 years of age
- From the age of 14, children may seek treatment and provide consent or make decisions jointly with their parents or guardian

ACCESS TO MEDICAL RECORDS

- Access information contained in my medical records
- While in hospital – contact the Nursing Unit Manager
- After discharge:
 - **For Sydney Adventist Hospital:** Please contact the Medical Records Department
 - **For San Day Surgery Hornsby:** Please contact the Manager of San Day Surgery Hornsby

Patient Healthcare Responsibilities



We would like you to:

SAFETY

Tell us of your safety concerns.

- You should let staff know as soon as practicable if you think something has been missed in your care or that an error might have occurred
- You should explain any circumstances that may make your health care more risky or any other safety concerns that you may have

RESPECT

Consider the wellbeing and rights of others.

- You should always respect the wellbeing and rights of other patients, visitors and staff by conducting yourself in an appropriate way – this includes respecting the privacy and confidentiality of others
- Patients and their visitors are requested to be respectful to all health care professionals who care for them – verbal and/or physical abuse will not be tolerated
- You should respect hospital property, policies, regulations and the property of other persons

PARTNERSHIP

Follow your treatment, co-operate and participate where able.

- Where possible you should take an active role in your health care and participate as fully as you wish in the decisions about your care and treatment. We also encourage your family, other carers or chosen support person to be actively involved. With your consent, they can also receive information and be involved in making decisions with you about your care

- You should endeavour to follow your treatment, and inform your health provider when you are not complying with your treatment
- You should cooperate fully with the doctor and clinical team in all aspects of your treatment
- You must let staff know if there are changes to your condition or new symptoms
- You should keep appointments or let the health provider know when you are not able to attend

INFORMATION

Provide information regarding your medical history and ask questions

- Be as open and honest with staff as you can, including giving comprehensive & accurate details of your medical history, past surgeries and all medications you may be taking
- Ask questions of staff if you would like more information about any aspect of your care

ACCESS

When you have been advised you can be discharged, we would like you to be ready and have arranged to be picked up by 10am. If you require any assistance, please speak to your nurse.

ADVANCE CARE DIRECTIVE / POWER OF ATTORNEY / GUARDIANSHIP

Please inform your health professional if you have a current Advance Care Directive, Enduring Guardianship or Power of Attorney for any health or personal matters, or if you are by law, subject to a guardianship order.

TAKING PHOTOS, VIDEO & AUDIO RECORDINGS

To protect the privacy and rights of all individuals at AHCL, patients and their families are not to take photos, video or audio recordings of staff, doctors, volunteers, other patients or visitors without their consent while in our facilities.

Please speak to a staff member or the manager of the area if you have any questions regarding this.

PAY FEES

You should promptly pay the fees of the hospital and your attending doctor.

COMPLAINTS / FEEDBACK

You should direct any complaint to a staff member or the manager of the area so that immediate and appropriate action can be taken to remedy your concern.

FURTHER INFORMATION AND ACCESS TO SUPPORT SERVICES

If you would like further information on the Australian Charter of Healthcare Rights (including information provided in different languages), please ask a staff member or visit

www.safetyandquality.gov.au/your-rights

If you would like to request access to support services (such as interpreters and support groups), please contact the manager or person in charge.

LIMITATIONS WITH ACCESS TO SERVICES

Adventist HealthCare is not able to accommodate all patients and all conditions. There may be situations where AHCL considers that it cannot optimally care for a patient and in that case would attempt to refer the patient to another health care provider.

In addition, AHCL may refuse to admit a person in other circumstances including: where AHCL is not authorised to provide treatment; where services required are not provided by AHCL; and where the admission may be financially prohibitive. AHCL will comply with its applicable legislative and contractual obligations in making these decisions.

TEACHING HOSPITALS

An important component of Adventist HealthCare's role in meeting community healthcare needs is the provision of clinical education and placements for medical, nursing and other allied health trainees. Participation of trainees may include observation and involvement in your care while under appropriate supervision. You are free to refuse to allow a trainee to participate in your care at any time. Your refusal will not adversely affect the treatment you receive.





How to give feedback

Providing compliments or making complaints about your care

You have a right to provide feedback, compliments, suggestions or complaints without it affecting the way that you are treated. We welcome your feedback and will appoint an appropriate person to address your concerns if you raise a complaint.

HOW TO PROVIDE FEEDBACK

Feedback forms are available on our website, or you can ask a staff member for a copy.

The form can be completed online, emailed or posted (please see contact details on the last page).

If you experience a concern during your stay we recommend that you contact the manager or person in charge. This will ensure your concern is addressed immediately.

Should you want to speak with someone outside the department:

Sydney Adventist Hospital

Phone (02) 9480 9888 and ask to speak to the Assistant Director of Nursing or the Quality Management Department.

San Day Surgery Hornsby

Phone (02) 9480 6888 and ask to speak to the Manager.

It is always best to try and resolve your complaint with your health service provider. If you have attempted this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commission.

www.hccc.nsw.gov.au

Contact us

SYDNEY ADVENTIST HOSPITAL

Quality Management

185 Fox Valley Road

Wahroonga NSW 2076

Call (02) 9480 9888

Email customerfeedback@sah.org.au

www.sah.org.au

SAN DAY SURGERY HORNSBY

Quality Management

1a Northcote Road

Hornsby NSW 2077

Call (02) 9480 6888

Email customerfeedbackSDSH@sah.org.au

www.sandaysurgery.com.au

For access to medical record information post discharge from Sydney Adventist Hospital contact: Health Information Services – Phone 02 9480 9390 or email medicalrecords@sah.org.au

Partner in nursing education



Proudly supported by



**Adventist
HealthCare**

185 Fox Valley Road

Wahroonga NSW 2076

Call (02) 9480 9111

Fax (02) 9480 9266

www.adventisthealthcare.org.au

Adventist HealthCare Limited ABN 76 096 452 925