

Rights and Responsibilities



Information for patients, clients, residents and families

Key Points

This patient information describes the Australian Charter of Healthcare Rights and its meaning to you as a Mansfield District Hospital patient, client, resident, family member and carer.

Mansfield District Hospital's Vision: Healthy communities, trusted healthcare

- Staff will provide the same quality of service for all patients, consumers, family members and carers.
- Mansfield District Hospital does not discriminate in anyway. Every patient is treated equally and respectfully.
- Our Intake Officer provides information to the First Nations Peoples on the types of services available at Mansfield District Hospital and offers support in accessing these services.
- Professional Interpreting Services are provided free of charge.

Your Rights

As our patient you are entitled to receive the best possible care, and care that is appropriate to your health care needs.

- **Access:** you have a right to access healthcare that will address your healthcare needs
- **Safety:** you have a right to receive safe and high quality care that is provided with professional care, skill and competence.
- **Respect:** you have a right to be shown respect, and to be treated with dignity and consideration taking into account culture, beliefs, values and personal characteristics.
- **Communication:** you have a right to be informed about services, treatment options and costs in a clear and open way.
- **Participation:** you have a right to be included in decisions and to make choices about your healthcare.
- **Privacy:** you have a right to privacy and confidentiality of your personal information.
- **Comment:** you have a right to comment on your healthcare, and to have your concerns addressed properly and promptly.

For More Information:

Australian Charter of Healthcare Rights

<https://www.safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf>

If you need an interpreter please speak to a staff member, or call us via TIS on 131 450

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Mansfield District Hospital

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Your responsibilities

Help us provide you with the best possible care by:

- Respecting the rights of others and staff to be in an environment free of harassment and violence
- Providing accurate information, as best you can, about your current medical problems, previous illnesses, medications, allergies and other matters relating to your health.
- Asking staff for a clear explanation of treatments, tests and medications recommended for your care.

Participating in your health care by:

- Letting staff know immediately if you do not understand advice or instructions given to you
- Discussing worries or concerns you have with a relevant member of staff
- Being involved in the successful planning of your discharge
- Letting staff know if you intend to leave the hospital or are unable to attend an appointment
- Being courteous and considerate to staff, other patients or visitors
- Paying your fees or charges as billed by the hospital, if this is difficult speak with your healthcare provider.
- Not smoking, taking illegal substances or participating in other illegal activities

Interpreter support: It is your right to request a professional interpreter and Mansfield District Hospital will arrange this (at no extra cost) where possible.

How to provide feedback:

If you have comments, compliments, suggestions or concerns about any aspect of your care, please tell the staff caring for you. You can also:

- Discuss your concerns with the manager in the area in which you are receiving care.
- Complete the Mansfield District Hospital "Your Feedback" form, by phone (03) 5775 8800, mail PO Box 139, Mansfield VIC 3722 or via our website www.mdh.org.au

If you are not satisfied and feel that Mansfield District Hospital is not responding to your concerns or feedback, you can contact the:

Health Complaints Commissioner or
26th floor, 570 Bourke St
Melbourne, 3000 VIC
Phone: 1300 136 066
www.health.vic.gov.au/hsc

Aged Care Complaints Commissioner
Locked Bag 3
Collins Street East VIC 8003
Phone: 1800 552 550
<https://www.agedcarecomplaints.gov.au/>

Please note: Smoking is not permitted within the buildings or grounds of Mansfield District Hospital campuses. For further information contact your care provider.

For More Information:
Health Complaints Commission
<https://hcc.vic.gov.au/>

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