



perth Clinic

Empowering you on the journey
to mental health recovery

PATIENT RIGHTS, RESPONSIBILITIES AND COMPLAINTS

Perth Clinic is committed to upholding the rights and responsibilities of patients. We aim to provide the best possible treatment and services and value feedback on our performance. .

Perth Clinic recognises and respects the rights and responsibilities of patient and their supporters. In accordance with our mission “Empowering you on the journey to mental health recovery” we actively encourage patients to understand these rights and responsibilities.

RIGHTS AND RESPONSIBILITIES

As a patient of Perth Clinic you have the right to:

- 1) Be treated with respect and dignity.
- 2) Receive timely and high quality treatment that considers your current treatment needs, cultural background, gender and personal beliefs.
- 3) Be informed about and involved in your treatment at Perth Clinic.
- 4) Have your personal and treatment information kept private and confidential.
- 5) Clear information on your diagnosis and treatment, services available to you, any risks associated with your treatment and likely costs associated with your treatment.
- 6) Ask a staff member questions if you would like further information on any aspect of your treatment.
- 7) Have supporters/relatives involved in your treatment as appropriate.
- 8) With your permission your carer/supporter may:
 - a) Provide information to service providers that is relevant to your treatment.
 - b) Be consulted by service providers about your treatment and discharge planning.
 - c) Be provided with information relevant to your ongoing management.
- 9) Other medical opinions. You can ask your doctor for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).
- 10) Refuse treatment and be informed of the medical consequences of this decision.
- 11) Be provided assessment and treatment in an environment that is safe, conducive to recovery and free from discrimination.
- 12) Be informed of your rights and responsibilities in a way that is meaningful to you.
- 13) Provide feedback – compliments or complaints – on the treatment you receive.
- 14) Refuse participation in any research without your consent.
- 15) Information on hospital routines and expectations including visiting hours and management of personal information.

PATIENT RESPONSIBILITIES

It is each patient's responsibility to:

1. Participate in planning and implementing your treatment and discharge plan with treating staff and your doctor.
2. Communicate honestly all information relevant to your treatment and any information on changes in your condition or circumstances that may impact on your treatment at Perth Clinic.
3. Participate in your recovery by joining in groups and other agreed treatments.
4. Let staff know if you think something has been missed or an error might have occurred in relation to your treatment.
5. Discuss with staff plans that have been agreed on for your treatment and let them know if you have been unable to follow these plans.
6. Understand that in some circumstances you may need to travel or wait to receive health care services you need.
7. Refrain from behaviour toward other patients and staff that is disrespectful, threatening, harassing or intimidating.

8. Refrain from entering into intimate relationships or friendships with other patients whilst at Perth Clinic.
9. Respect the privacy of other patients and staff at Perth Clinic.
10. Respect the rights of other patients and staff at Perth Clinic.
11. Refrain from using any unauthorised medications or substances including alcohol, drugs and other medications not currently prescribed as part of your treatment.

Information in Languages Other Than English

If you would like to view your rights and responsibilities in another language, brochures in various languages are available from the Office of Safety and Quality website:
https://www.safetyandquality.gov.au/publications-and-resources/resource-library?resource_search=rights

COMPLIMENTS AND COMPLAINTS

Perth Clinic is very keen to hear feedback from our patients, their supporters and visitors. If you would like to make a suggestion or have some feedback on your stay at Perth Clinic, it can be provided directly to staff or can be written on either a suggestion form or your patient satisfaction survey.

If you or your supporters are unhappy with, or have a complaint about, any aspect of your stay we encourage you to approach one of our staff or use our complaints procedure. Resolving your concerns is important to us and we will ensure that you receive the best possible care whilst you are here.

You may feel free to discuss your concerns with your treating doctor, your contact nurse or another member of staff. If you have a complaint regarding any aspect of our services you may contact our Complaints Coordinator on 9481 4888.

The Complaints Coordinator will assist you by listening to your concerns and providing clear information about the process for resolution of your complaint. All complaints will be investigated and every effort will be made to resolve your complaint.

You may also make a complaint to:

Health and Disability Services Complaints Office
 (complaints about health provider's services)

PO Box B61, Perth 6838
 Level 12, 44 St George's Tce, Perth
 Phone (08) 6551 7600
 Toll free 1800 813 583

Private Health Insurance Ombudsman
 (complaints about health insurance arrangements)

Suite 2, Level 22
 580 George Street
 Sydney, NSW 2000
 Phone: (02) 8235 8777
 Fax: (02) 8235 8778
 Toll free number: 1800 640 695
www.phio.org.au
 Email: info@phio.org.au

The Office of the Australian Information
 Commissioner (complaints about privacy)

GPO Box 5218, Sydney 2001
 Phone 1300 363 992 Fax (02) 9284 9666
 TTY 1800 620 241
 Email: enquiries@oaic.gov.au
 Website: www.oaic.gov.au

REFERENCE DOCUMENTS

The information provided in this brochure is consistent with the following nationally recognised guidelines

- Private Patients Hospital Charter: "Know your rights and responsibilities as a private patient in hospital. 2019"
- Commonwealth Government: "Mental Health Statements of Rights and Responsibilities. 2012"
- Australian Commission on Safety and Quality in Healthcare, National Health Service Standards, Second Edition (2017).
- National Standards for Mental Health Services (2010)