

Your Rights You have a right to...

Access

- Healthcare services that meet your needs.

Safety

- Receive safe and high quality health care that meets national standards.
- Be cared for in a safe environment, in a way that also makes you feel safe.

Respect

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

Partnership

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

- Say no to any advice or treatment given by our staff, as long as you understand how it will affect your health.
- Ask to see another health professional.
- Choose who will be present at your appointments - this may be a friend, family member or interpreter.
- Say no to being involved in an educational or research program

Information

- Clear information about your condition, the possible benefits and risks of different tests and treatments and your choices, so you can give your informed consent.
- Receive information about services, waiting times and costs.
- Be given help, if you need it, to understand and use health information.
- Access your health information.
- Be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe (i.e. open disclosure).
- Be listened to and be understood.

Privacy

- Have your personal privacy respected.
- Have information about you and your health kept secure and confidential.
- Access your medical records.

For further information see our 'How my health information is kept private' brochure. There may be times when, by law, we are required to share your information. This includes if there is a risk to the safety and wellbeing of yourself or others.

Give Feedback

- Provide feedback or make a complaint without it affecting the way that you are treated.
- Have your concerns addressed in a clear and timely way.
- Share your experience and participate to improve the quality of care and health services.
- Ask for a 'We won't know if you don't tell us' feedback form. Or email us at feedback@wghg.com.au.