

Patients' Rights and Responsibilities

Burslem Medical Centre recognises and acknowledges that all patients have important rights and responsibilities.

Patients have the right to:

- Considerate and respectful care, regardless of your beliefs and ethnic, cultural and religious practices.
- Request an interpreter service
- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care.
- Seek a second opinion and to refuse the presence of any health care workers who are not directly involved in the provision of your care.
- Be referred to other medical providers (e.g. specialists) when deemed in the best interest of the patient
- Receive information from your doctor in non-technical language, regarding your illness, its likely course, the expected treatment, the plans for discharge from the hospital and for follow-up care.
- Timely contact from your doctor regarding test results and follow up treatment
- Receive from your doctor a description of any proposed treatment, the risks, the various acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment, before giving consent to treatment.
- Be informed of how your medical information will enable other medical providers to ensure continuity of care
- Also, unless the law prohibits, you may refuse a recommended treatment, test or procedure.
- Participate in decisions affecting your healthcare.
- Be informed of the estimated costs charged by the practice.

- Refuse participation in any medical study or treatment considered experimental in nature. You will not be involved in such a study without your understanding and permission.
- Confidentiality and privacy. Details concerning your medical care, including examination, consultations and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with your care.
- Expect safety where practices and environment are concerned.
- Privacy for appointments.
- Make a comment or complaint about the treatment or the quality of the health services or care without fear that you will be discriminated against.

Patients have the responsibility to:

- Respect the privacy and confidentiality of other patients. It is illegal to disclose any information about another.
- Provide accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Report unexpected changes in your condition to the responsible practitioner.
- Report if you do not comprehend a contemplated course of action or what is expected of you.
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Actively participate in decisions involving your health, or nominate a legal guardian to do so on your behalf.

- Keep appointments and, when unable to do so for any reason, to notify the responsible practitioner or the health care facility.
- Provide information concerning your ability to pay for services.
- Accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instructions.
- Be considerate of the rights of other patients and health care facility personnel.
- Be respectful of the property of other persons and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.