

## Rights and Responsibility

We welcome you to Broadmeadows Eye and Ear Specialists. Our health care team includes doctors and allied health staff who work with you to achieve optimal care. As a consumer of health care services, you need to know what to expect from us

It is also important for you to understand what your responsibilities are when receiving these services.

### *Your rights*

You can expect the following:

### Standards of Care

- to receive high quality health care
- to participate in decisions about your care
- to receive prompt responses to your concerns

### Consent

- to only receive care or treatment for which your informed consent has been given
- to be able to refuse treatment against medical advice

Please ensure that you fully understand the consequences of your decision

that you may refuse presence of health workers not directly involved in your care.

### Information

- to be informed about your ailments and treatments; including risks and alternatives.
- to obtain details of your medical record
- to obtain names and roles of Health Workers involved in your care
- to obtain a second opinion about your treatment options

### Attitude of Staff

- to be treated with dignity, and respect.
- to respect your culture and beliefs
- to be introduced to your carers
- Consideration of special dietary needs

### Privacy and Confidentiality

- that access to your file is secure and that your privacy is respected
- to receive services in an environment that is accessible, clean, safe and secure

### Support Person

- to choose to invite a support person(s) to where your health care is discussed

### Cost of Health Care

- to be informed of costs that are payable for health services or supplies

### *Your responsibilities*

### *Behavior promoting effective exchange of information between you and us*

- providing, accurate information about your medical history; including all medications,
- participating in an agreed health care program and keeping appointments
- asking questions of us so you understand and can participate in your health care

### Cooperation from you and your family

- By respecting the privacy, and dignity of others by being courteous and considerate

### An environment that is safe, clean and pleasant

Our policies are that:

- no smoking is allowed within the building
  - no beverages, food, or illicit drugs are to be brought onto or consumed.
  - noise is to be kept at a minimum
  - that you leave your valuables at home
- Broadmeadows Eye and Ear Specialists is not responsible for loss or damage to property brought into the facility.

### Timely payment of all fees and accounts for which you are responsible.

### Compliments, comments, concerns:

We appreciate all feedback It is confidential and will not affect your care .It will be treated with respect and dealt with in a timely, courteous manner.

If you have any concerns, please ask to speak to a staff member directly involved with your care. We are committed to solving problems quickly and efficiently

However, if you wish to make a formal complaint, please contact our Complaints Officer

# PRIVACY

## ***What information is collected and why?***

As a patient of Broadmeadows Eye and Ear Specialists a medical record is made containing your name, address, contact details and other information such as the problem for which you seek treatment, past medical conditions and the treatment and advice you were given.

Your medical record is the means of communication for many health professionals at our clinic who contribute to your care. We ask you for information so that you can receive proper care and treatment. It is necessary for us to collect and keep this information to ensure that each health care professional involved in your care has all the facts.

## ***How is information used?***

Your information is used by those involved in your care and treatment. Whenever possible information that identifies you is removed before it is used for teaching purposes or for evaluating our services.

## ***What happens to information?***

When you go home we usually send a letter to your local doctor if you agree to this on admission. This includes details on your treatment, medication and any special instructions. If you do not wish this information to be sent to your doctor please let your doctor know as soon as possible.

In an emergency situation we will release personal information about you to facilitate your care. In all other circumstances your written consent will be sought to information being released.

Your personal information may be sent to your health fund. The law also requires that certain information about patients who have specific conditions and treatments must be reported to databases or registers maintained by the Department of Human Services or other health care organisations. Patient information recorded on these databases and registers is kept strictly confidential. The information we collect about you can only be destroyed after a specified period of time. Most patient records are kept for a minimum of seven years. Please contact the Privacy Officer if you would like further information on this

## ***Access to your information***

Staff in your health care team are the best source of information about your care and treatment. Speak to a staff member if you have any questions about your care.

Requests for access to your medical record can be made in writing to the Privacy Officer, Broadmeadows Eye and Ear Specialists  
35 Dhnstone st Broadmeadows 307

A fee is charged for this service. If there is information in the record, which is incorrect, or you do not agree with, you have the right to request that it be corrected.

**YOUR PRIVACY**

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