

Charter of Healthcare Rights

MOOKAI ROSIE BI-BAYAN

The Mookai Rosie Bi-Bayan Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. It is governed by the Australian Charter of Healthcare Rights (second edition). These rights are essential to make sure that, whatever and whenever care is provided, it is of high quality and is safe.

Right to Access

Receive safe and high quality health care that meets national standards. Be cared for in an environment that makes me feel safe.

What does this mean?

I can access services to address my healthcare needs in my health journey.

Right to Safety

Healthcare services and treatment that meets my needs.

What does this mean?

I receive safe and high quality health services, provided with professional care, skill and competence.

Right to Respect

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

What does this mean?

The care provided shows respect to me and my culture, beliefs, values and personal characteristics

Right to Partnership

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

What does this mean?

I and the people I want to contribute may join in making decisions and choices about my care and about my health journey and service planning.

Right to Information

Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent. Receive information about services, waiting times and costs. Be given assistance, when I need it, to help me to understand and use health information. Request access to my health information. Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make my care safe.

What does this mean?

I receive open, timely and appropriate communication about my health care in a way I can understand. I can access my information.

Right to Privacy

Have my personal privacy respected. Have information about me and my health kept secure and confidential.

What does this mean?

My personal privacy is maintained and proper handling of my personal health and other information is assured.

Right to Give Feedback

Provide feedback or make a complaint without it affecting the way that I am treated. Have my concerns addressed in a transparent and timely way. Share my experience and participate to improve the quality of care and health services.

What does this mean?

I can comment or complain about my care and have my concerns dealt with properly and promptly.

