

# Your Rights

Information for patients, clients, carers, families, consumers and visitors

**As a patient or a visitor, or as a person who cares for someone else who is a patient of the Illawarra Shoalhaven Local Health District, you have the RIGHT to:**



## Access

Use the services and get the care that you need.

## Information

Get information about your health care in a way that you can understand. This will help you if you need to give consent for treatment.

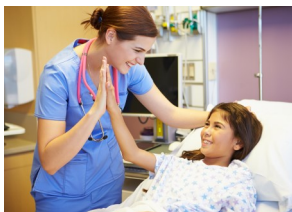


## Safety

Get good health services in a safe environment.

## Partnership

Ask questions. To be involved in decisions about your care with the people you want involved in your care.



## Respect

Be treated in a fair way.

## Privacy

Have your health information kept private unless it's



## Feedback

Let us know what you think about a health service or someone who works there. You can also ask for a *Compliments and Complaints* brochure for information on how to give feedback.

Illawarra Shoalhaven Local Health District

[www.islhd.health.nsw.gov.au](http://www.islhd.health.nsw.gov.au)

# Your Responsibilities

Information for patients, clients, carers, families, consumers and visitors



**As a patient or a visitor, or as person who cares for someone else who is a patient of the Illawarra Shoalhaven Local Health District you have the *RESPONSIBILITY* to:**



## Access

Help us understand your needs and tell us how we can meet them.



## Safety

Tell us if you have been unwell before, about medications you take and if you have any allergies.



## Respect

Treat our staff and other patients fairly. Follow the rules and policies of the building such as no smoking and no violence.



## Feedback

Let us know what you think about a service or someone who works there. Ask for a *Compliments and Complaints* brochure for information on how to give feedback.

## Information

Help us understand your needs. Ask questions. Let us know when you cannot make it, or are late to an appointment. If you need an interpreter we can organise that for you anytime for free.



## Partnership

Ask questions and be involved in conversations and decisions about your care.



## Privacy

Respect other people's privacy.



**Need an Interpreter?** Professional interpreters are available if you need help to communicate with staff. Our staff can also ask for an interpreter. The service is free and confidential. We will book the interpreter for you. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.