

# Patient, Carer and Visitor Charter



## Illawarra Shoalhaven Local Health District

Is committed in providing care that is safe and of high quality by:

- » treating everyone in our district with respect and dignity
- » ensuring equal access to quality health care services regardless of one's ability, gender, sexual orientation, cultural, economic, spiritual or social background
- » providing care that meets our patients' needs
- » communicating with our patients and carers in a way that they understand
- » including our patients and their carers in all aspects of their treatment and care
- » responding to the concerns of patients and carers in a timely manner maintaining at all times the privacy and confidentiality of our patients
- » Working together with staff, patients, carers and the local community to improve the quality and efficiency of the services we provide

We ask our patients and their carers to help us by:

- » respecting the needs and privacy of other patients, their carers, visitors and staff
- » providing us with all relevant information that may influence treatment and recovery.



**Health**  
Illawarra Shoalhaven  
Local Health District