

In addition, we would like you to be aware of the responsibilities that you have when you enter Djerriwarrh Health Services.

You have the responsibility to:

- Provide information that enables our staff to provide adequate advice and care.
- Ask for further healthcare information.
- To understand any treatment that you are agreeing to.
- Understand that personal choices concerning your lifestyle can affect your health.
- Attend all appointments on time or give 24 hours notice if unable to attend.

Interpreter Services

Assistance is available from the Interpreter Service if required.



Chief Executive,
Djerriwarrh Health Services,
PO Box 330,
Bacchus Marsh,
Victoria, 3340
Ph: 5367 2000



DJERRIWARRH HEALTH SERVICES

Rights and Responsibilities



04/2015



djerriwarrh health services
health hospital community
bacchus marsh • melton • caroline springs



Djerriwarrh Health Services acknowledges
the support of the Victorian Government.

Our promise

Djerriwarrh Health Services is committed to providing a safe environment where all people who utilise our health services are provided with expert skills, care and dignity. We value your privacy and are sensitive to your customs and beliefs.

We want you to be aware of your rights when using our health services:

- You have a right to expect the best level of professional care possible with the staff and resources we have available
- You have a right to expect prompt and courteous attention from staff
- You have a right to request information, to assist your understanding of any treatment or procedure offered
- You have the right to request information in other languages or via an interpreter
- You have a right to expect that information concerning you will be treated confidentially
- You have the right to accept or discontinue treatment at anytime
- You have the right to ask for a different staff member to look after you, other than the one allocated if there are reasonable grounds and another staff member is available
- You have the right to an independent second opinion
- You have a right to request that the information you provide to any staff member is not recorded on your file and/or not be communicated to other staff other than information that health professional are required to report by law
- You have the right to speak directly to the Chief Executive if you have a complaint regarding the care or service you received from Djerriwarrh Health Services. The Board of Management of Djerriwarrh Health Services will receive notification of the complaint
- In case of further dissatisfaction you have the right to contact the Health Services Commissioner's Office on telephone: 1300 582 113.