The Rights of Patients Accessing Outpatient Services

If you are eligible to be a patient in a Queensland Health hospital you can expect to have the following rights to be upheld in every dealing with an Outpatient Service:

1. The right to choose to receive public hospital services free of charge as a public patient.
2. The right to be treated according to your clinical needs, and receive timely specialist advice in accordance with the Queensland Health Standard: *Maximum Waiting Times for Outpatient Services*.
3. The right to have equitable access to public hospital services regardless of where you may live in Australia.
4. The right to be treated with respect, dignity and consideration for your privacy, religion and cultural background.
5. The right to be consulted about the suitability of offered appointment times.
6. The right to be provided with an individual appointment time.
7. The right to be informed and to:
   i. have your health condition explained to you in easy-to-understand terms;
   ii. know and understand the choices and treatment options available to you;
   iii. know what treatment course is being recommended and how this will affect you;
   iv. be able to seek another opinion, where possible.
8. The right to be provided with appropriate and easily understood information about your health care and to participate in any decision making regarding your health care.
9. The right to expect that personal information remains confidential.
10. The right to be able to seek access to your own health record using the appropriate procedures outlined in the resource: *Your rights and responsibilities: making the most of a visit to your health service*. You may ask hospital staff for a copy of this booklet.
11. The right to expect that your own doctor will be kept informed of your treatment.
12. The right to be able to comment on your experience in a Queensland Health Outpatient Service.

If you or your family have difficulty communicating in English, or you use sign language, an interpreter service will be arranged. This will help you understand information about your healthcare and assist you to make informed decisions about your treatment options.
The Responsibilities of Patients Accessing Outpatient Services

In order to ensure that your visit to a Queensland Health Outpatient Service runs smoothly there are a number of things that patients will do:

1. Provide us with complete and accurate details of:
   i. your current address and contact phone numbers;
   ii. your Medicare number / Health Concession card;
   iii. your need for an interpreter, or any special needs required to assist you to access the service;
   iv. your specific cultural or religious beliefs which may have implications for your health care.

2. Inform as soon as possible if:
   i. you are on a waiting list with another health service for the same health problem;
   ii. you change your address or contact phone numbers;
   iii. you change your GP – provide us with their contact details;
   iv. you no longer require an appointment.

3. Keep any appointments that have been made for you or let us know if you are unable to attend for any reason. Remember that this appointment time could be used for another person needing treatment.

4. Treat all health care staff and other patients with respect, dignity and consideration for their religious and cultural beliefs.

5. Respect the privacy of other patients.

6. Arrive punctually for your booked outpatient service appointment.

7. Actively participate in your own health care to ensure that your treatment is both appropriate and acceptable. If you do not understand anything about your illness or treatment, ask questions. If you still do not understand it is important to let the staff know so that further help can be arranged.

8. Do not consent to any treatment that you do not understand – ask questions.

9. Should you wish to seek access to your health records, follow the correct processes outlined in the booklet Your rights and responsibilities: making the most of a visit to your health service.