

# Giving a Compliment or making a Complaint

Your feedback helps us to continue to improve our services as well as telling us what we are doing well.



If you wish to compliment us you can:

- tell a member of the team caring for you
- write your comments on a feedback form
- contact the District Manager
- write to the health service.

If you are unhappy with any part of our service please:

- tell a member of the team caring for you as soon as possible
- contact the Complaints Coordinator or the Patient Liaison Officer
- contact the District Manager
- write to the health service.

If you are not happy with the way the health service has handled your complaint, you can contact the Health Rights Commission. The Commission is independent from Queensland Health. You can contact it toll free on 1800 077 308 or (07) 3234 0272.

If you wish to make a complaint remember:

- your complaint is important to us
- it will be taken seriously
- it will **not** negatively affect the care you receive
- someone else can make the complaint for you
- the Complaints Coordinator/Patient Liaison Officer can help you to make a complaint
- it does not have to be in writing.

# What about Queensland Health?



Queensland Health is committed to providing a range of services for all Queenslanders aimed at "Helping people to better health and well-being".

Through a network of 38 Health Service Districts and the Mater Public Hospitals, Queensland Health delivers a range of integrated services including hospital inpatient, outpatient and emergency services, community and mental health services, oral health and aged care services and public health and health promotion programs.

# Is the pamphlet available in other languages?

Information about *Making the Most of a Visit to your Health Service* is available in Arabic, Bosnian, Chinese, Dari, Croatian, Farsi, Spanish, Serbian and Vietnamese.



Ask for a pamphlet in the language you want or visit our web site on [www.health.qld.gov.au/masters/Multilingual\\_factsheets/home.htm](http://www.health.qld.gov.au/masters/Multilingual_factsheets/home.htm)

# Useful information

Queensland Health staff will always try to answer any questions you may have about your treatment and care so please ask.



Some Queensland Health services, for example, residential aged care facilities, Alcohol, Tobacco and other Drugs services and mental health services, also have rights and responsibilities statements. Please ask staff at **any** of our services if they have further rights and responsibilities statements.

For more information:

- ask for a copy of the *Making the Most of a Visit to your Health Service* booklet
- ask to see the video
- visit our web site on [www.health.qld.gov.au](http://www.health.qld.gov.au)
- contact your nearest health service.

Local Contact Details

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 Copyright protects this publication. Except for purposes permitted by the Copyright Act 1968, reproduction by whatever means is prohibited without the prior written permission of Queensland Health. Enquiries should be addressed to the Manager, Procurement Strategy Unit, Queensland Health, GPO Box 48 Brisbane Q 4001.



Making the most of a visit to your Health Service



# Your Rights and Responsibilities



# Queensland Health Public Patients' Charter



Queensland Government  
 Queensland Health

Helping people to better health and well-being



**Queensland Health** is committed to giving you quality health services that are safe, efficient, effective, and respect your rights as an **individual.**

## What are your rights?

You have the right to:

- free hospital services as a public patient, if you have a current Medicare card. Most community health services are free while some require co-payment and/or have eligibility criteria.
- be treated with respect, dignity and consideration regardless of your age, gender, sexual preference, religion and culture
- a free interpreter.
- information so you can choose to be a public or private patient
- treatment based on our assessment of how sick you are
- take part in decisions about your health care
- information that is easy to understand about your treatment, including risks and other choices
- give your permission before being treated if you are able
- a second opinion
- give a compliment or make a complaint
- have your personal information kept private and confidential
- ask to see your medical record
- decide if you want to take part in medical research and clinical training.



## What are your responsibilities?

We want to make sure that you get the best possible care from us. To help us do this, please do a few things such as:

- give staff as much information as you can about your health and any beliefs that may affect your treatment
- tell staff if you are taking any medicine, recreational drugs or natural remedies
- tell staff if someone else is treating you for the same condition
- ask questions and talk to your family if you want to, before making any decisions about your health care
- follow staff instructions for your treatment and care
- tell staff about any problems you are having because of your treatment or the medicines you are taking
- be prepared to go to another hospital if your health service can not give the treatment that you need
- be on time for appointments and let your health service know if you want to cancel, or if you change your contact details
- talk to your local doctor if your condition changes while you are on a waiting list for treatment
- treat all people you meet in the health service (staff, volunteers, patients/clients, their families, and aged care residents) with the care, dignity and consideration we all deserve
- respect the confidentiality and privacy of others.



## Useful Information about Health Services

### Your feedback

To improve the way we look after you, we need permission to contact you for comments about your care. You will be asked to sign a consent form about this, when you first visit your health service. You don't have to take part if you don't want to. You can change your mind at any time by ringing the number on the form. Your care will not be affected in any way.

### Help with travel

Queensland Health's *Patient Travel Subsidy Scheme* helps pay for travel and accommodation for specialist medical and dental services not offered in your local area. This is for eligible patients and, in some cases, their carers. Ask staff or your local doctor for *The Patient Travel Subsidy Scheme* booklet if you need further information.

### Interpreter services

You can use an interpreter if English is not your first language. Interpreter services are free and can be provided either in person or by phone. The phone service is available 24 hours a day, seven days week. Staff may also book an interpreter to help them explain important information to you.

You can use an Auslan interpreter if you are deaf or hearing-impaired.

All approved interpreters are trained and services are confidential.

### Your privacy

We take the privacy of your personal information seriously. Visit our web site on <http://www.health.qld.gov.au/privacy> or ask staff for a brochure for more information about the privacy of your personal information within Queensland Health.

