

A charter for care of adult patients at the end of life

“You matter because you are you and you matter to the last moment of your life and we will do all we can, not only to let you die peacefully but to help you live until you die.”

Dame Cicely Saunders

We want to offer people who are nearing the end of their life the highest quality of care and support. We wish to help you live as well as you can, for as long as you can.

Our commitment to you – we will:

- Work together with you to support you openly and honestly.
- Respect your choices and your right to independence with compassion and understanding.
- Ensure your privacy, dignity and confidentiality.
- Talk with you and the people who are important to you as often as you feel the need, including treatment options, diagnosis, prognosis and care.
- Co-ordinate care with treating teams across hospital and community – this will include referral, documentation and communication.
- Do our best to manage your pain and symptoms to ensure you are as comfortable as possible.
- Provide emotional, spiritual and cultural support in line with your wishes.
- Support the people who are important to you, both as you approach the end of your life and in their bereavement.

Your commitments:

- I will endeavour to let the health team and my family know my wishes about the remainder of my life. This might include:
 - » the content of my advance care plan or directive
 - » my preferred location of death and
 - » who my preferred spokesperson(s) is.
- I or my designated spokesperson will:
 - » let my treating team know if I am experiencing symptoms that are impacting my well-being, such as pain, discomfort or emotional concerns
 - » let my health team know if I need information, direction and support
 - » seek advice if I am uncertain of my current treatment or options
 - » participate in my care to the best of my ability.

Developed by the Queensland Clinical Senate and Health Consumers Queensland in collaboration with: RACGP Queensland, Australian College of Rural and Remote Medicine, Australian Medical Association Queensland, Health Ombudsman, Private Hospitals' Association of Queensland,

Adapted from the United Kingdom Royal College of Nursing and Royal College of General Practitioners End of Life Care Patient Charter.