Slide 1 - Welcome
Welcome to the Patients Rights learning module.

Slide 2 – Healthcare rights
In Australia everyone shares a fundamental right to basic health care. They also have certain rights regarding the nature of that care. A shared understanding of these rights contributes to the provision of safe and high quality care.

Slide 3 – Background
There have been a variety of patient charters in place within Australia. These have been worthwhile but lack consistency and are not used in all health settings. A national charter provides a coordinated and universally agreed set of rights.

Slide 4 – the Australian Charter of Healthcare Rights
The Charter summarises the basic rights that patients and consumers are entitled to receive when accessing health care services.
These rights are:
- Access
- Safety
- Respect
- Communication
- Participation
- Privacy and
- Comment

Slide 5
The Charter is applicable to all health settings anywhere in Australia, including:
• public hospitals
• private hospitals
• multi-purpose services
• general practices
• specialist rooms
• day procedure facilities
• community health centres
• private allied health providers

Slide 6 – Partnership

Patients, consumers, staff and health service organisations all have a role in contributing to a safe and high quality healthcare system.

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes.

Slide 7 – Healthcare providers

*Healthcare providers* play a vital role in ensuring that quality care is delivered to patients and consumers by:

• being aware of the Charter and its content
• understanding the rights of patients, consumers and their families
• helping patients, consumers and families achieve their rights.

Slide 8 – Health service organisations

*Health service organisations* play a vital role in ensuring that quality care is delivered to patients and consumers by:

• incorporating the Charter into broader hospital policies and planning
• ensuring that Charter materials are clearly written and readily available
• working with key organisations and groups to assist promotion of patient rights.

Slide 9 – Access

*Healthcare providers* can contribute to the right of ACCESS by:

Ensuring efficient use of services and timely discharge processes to enable access by others.

*Health service organisations* can contribute to the right of ACCESS by:

Maintaining a healthcare environment that encourages access through appropriate management of facilities, equipment and supplies.
Slide 10 – Safety

*Healthcare providers* can contribute to the right of **SAFETY** by:
Providing services with professional skill, care and competence.

*Health service organisations* can contribute to the right of **SAFETY** by:
Providing staff with the resources necessary to provide safe and effective health care.

Slide 11 – Respect

*Healthcare providers* can contribute to the right of **RESPECT** by:
Providing care in a manner that is respectful of a person’s culture and beliefs, and that is free from discrimination.

*Health service organisations* can contribute to the right of **RESPECT** by:
Maintaining a co-operative and mutually respectful environment to support interactions between patients, consumers and staff.

Slide 12 – Communication

*Healthcare providers* can contribute to the right of **COMMUNICATION** by:
Providing open, complete and timely communication throughout the period of care.

*Health service organisations* can contribute to the right of **COMMUNICATION** by:
Providing patients and consumers with advice on how and where to ask questions and obtain information about diagnosis and treatment.

Slide 13 – Participation

*Healthcare providers* can contribute to the right of **PARTICIPATION** by:
Encouraging patients and consumers to make fully informed decisions by discussing treatment options and expected outcomes.

*Health service organisations* can contribute to the right of **PARTICIPATION** by:
Facilitate patient and consumer involvement in decisions regarding health service policies.

Slide 14 – Privacy

*Healthcare providers* can contribute to the right of **PRIVACY** by:
Ensuring health information of patients and consumers are only shared with appropriate healthcare providers.

*Health service organisations* can contribute to the right of **PRIVACY** by:
Ensuring procedures are in place so that information about patients and consumers is treated in confidence.
Slide 15 – comment

*Healthcare providers* can contribute to the right of *COMMENT* by:

Acknowledge and take seriously all comments and feedback made by patients and consumers.

*Health service organisations* can contribute to the right of *COMMENT* by:

Having a quality improvement system in place that considers issues emerging from complaints.

Slide 16 – Summary

The Australian Charter of Healthcare Rights has been endorsed by all Health Ministers for use in Australia.

All participants have a role in ensuring the rights described in the Charter are realised. This will contribute to a safe and high quality healthcare system.