

# Training requirements for student placements

## Patient Rights learning module – Transcript

December 2015

### 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 Australian Health Ministers adopted the Australian Charter of Healthcare Rights in 2008.

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.