

Public or private

As a healthcare consumer you have the right to choose whether to be a public or private patient and receive advice about the likely costs involved.

Further information can be found in the Private Patients Hospital Charter or contact the Admissions Information Coordinator.

Phone: (08) 8161 6753

Privacy

We are committed to maintaining your privacy. You and/or your child's personal privacy is maintained and proper handling of personal health and other information is assured. However there may be situations where we are legally required to provide information.

We abide by the Department of Health Code of Fair Information Practice. Legal restrictions may apply.

Access to information

Under the Freedom of Information Act 1991 you have the right to access your personal and health information. Fees may apply.

An application form is available from the Freedom of Information Office or the enquiry desk at the Kermode Street entrance of the Hospital. The process will be explained to you when you receive the application form.

For further information please contact the Freedom of Information Officer during office hours.

Phone: (08) 8161 6127

For more information

CYWHs Consumer Feedback Coordinator

72 King William Road,
North Adelaide SA 5006
Phone: (08) 8161 6710
Fax: (08) 8161 6968
Email: cywhsconsumerfeedback@health.sa.gov.au

CYWHs Chief Executive Officer

Children, Youth and Women's Health
Service, Regional Office
Level 2, 77 King William Road,
North Adelaide SA 5006
Phone: (08) 8161 7408
Fax: (08) 8161 6112
Website: www.cywhs.sa.gov.au

Health and Community Services Complaints

Phone: (08) 8226 8666
Toll Free: 1800 232 007
Fax: (08) 8226 8620
Website: www.hcsc.sa.gov.au
Hours: Monday - Thursday, 10am - 4pm

CYWHs is a smoke-free organisation

Non-English speaking: for information in languages other than English, call the Interpreting and Translating Centre and ask them to call The Department of Health. This service is available at no cost to you, contact (08) 8226 1990.


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Your rights and responsibilities



Your healthcare charter



The Children, Youth and Women's Health Service (CYWHS) includes the Women's and Children's Hospital and a range of community based services. We want you and your family to receive the best healthcare and attention while using our Health Service. We will work in partnership with you and your family to make sure that this happens.

Your rights

Access

- > You have the right to access services which address your own or your child's health care needs.

Safety

- > You and/or your child have the right to receive safe, high quality health services provided by qualified health professionals in a timely manner.

Respect

- > You and/or your child have the right to be treated with courtesy, dignity and respect
- > You and/or your child have the right to have care provided which is respectful of your culture, beliefs and values
- > You have the right to have your consent obtained before going ahead with treatment.

Communication

- > You have the right to receive open, timely and appropriate information about your and/or your child's health care in a way you will understand
- > You can request other medical opinions and referrals to other health services
- > You and/or your child have the right to an interpreter
- > You and/or your child can give feedback or make a complaint and receive a timely response.

Participation

- > You have the right to join in decisions and choices about your and/or your child's health care and health service planning. Children have the right to be consulted and participate and make decisions on their own behalf depending on their age
- > You are able to refuse healthcare and not explain the reasons for your choice.*

**Except in situations where the child's needs are paramount.*

Your responsibilities

The care that we provide to you and/or your child reflects certain principles; you have a responsibility to assist with care by:

- > Treating staff and other consumers with courtesy, dignity, and respect
- > Following CYWHS policies and procedures
- > Providing accurate, truthful and up to date information about your own health and/or the health of your child
- > Attending appointments or letting us know if you cannot
- > Asking for health care information or explanations where needed or if you don't understand
- > Following the instructions for treatment or informing us if you decide not to
- > Accepting the consequences if you refuse treatment
- > Recognising the effects of lifestyle choices on your own or your child's health.

Further information can be found in *Your rights and responsibilities, a charter for consumers of the South Australian public health system*. The Charter is translated into 15 languages and can be downloaded from: www.health.sa.gov.au

Feedback

We value your feedback. We are committed to providing quality services and would like to know what we do well and where we can improve.

Your suggestions, compliments and complaints provide us with valuable feedback which we use to improve our services.

You have the right to make a complaint and doing so will not affect your access to our services. You may make a complaint anonymously, but this may limit our investigation.

We encourage you to raise any issues, concerns or suggestions directly with the area or service concerned, but if you find this difficult you can contact our Consumer Feedback Coordinator.

If you think your rights have not been respected, please tell us or make a complaint, so that we can improve our services for other families.

CYWHS Consumer Feedback Coordinator

Phone: (08) 8161 6710

Fax: (08) 8161 6968

Email: cywhsconsumerfeedback@health.sa.gov.au

If you are not satisfied with the outcome of your feedback you can contact the CYWHS Chief Executive Officer.