

## Our promise

Central Adelaide Local Health Network (CALHN) is committed to the delivery of the Charter for Consumers of the South Australian Public Health System.

Our sites and services include the Royal Adelaide Hospital, The Queen Elizabeth Hospital, Hampstead Rehabilitation Centre, St Margaret's Hospital, Glenside Hospital, Statewide Clinical Support Services (SA Pathology, BreastScreenSA, SA Medical Imaging and SA Pharmacy), SA Prison Health Services and SA Dental.

## How to give feedback

If you are worried, please talk to the staff at CALHN who are looking after you (including nurses, doctors and allied health staff).

If you are not happy with the response, you can call our **Consumer Experience team: (08) 7074 1377**

If you are not happy with our response, you can contact independent complaints and advocacy organisations including:

- Health and Community Services Complaints Commissioner
- Disability and Mental Health Community Visitor Scheme
- Office of the Public Advocate

SA Health has developed specific Statement of Rights information for mental health patients, carers and families.



These are available at [sahealth.sa.gov.au](http://sahealth.sa.gov.au)

### Consumer Experience team

Royal Adelaide Hospital

Port Road, Adelaide 5000

 (08) 7074 1377

 [HealthCALHNConsumerExperience@sa.gov.au](mailto:HealthCALHNConsumerExperience@sa.gov.au)



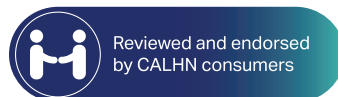
[www.ausgoal.gov.au/creative-commons](http://www.ausgoal.gov.au/creative-commons)

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We can arrange an interpreter for you if English is not your first language. Please ask staff for more information.

Information in this document does not constitute medical advice and is for general information only. Readers should always seek independent professional advice where appropriate.

Consumer endorsement	Approved	Next scheduled review
13 July 2021	7 July 2021	1 July 2023



Reviewed and endorsed  
by CALHN consumers

# Your rights and responsibilities

When using Central Adelaide Local Health Network services



Government  
of South Australia

**Health**  
Central Adelaide  
Local Health Network

## Access

We will give you access to services that meet your health needs and link you to the required community services.

**Your responsibility** - tell us about your current and existing health needs and concerns, and any changes to your health.

## Safety

We will provide you with an environment where you are free from discrimination, harassment, safe from abuse, or the risk of abuse, and where your legal and human rights are respected and upheld.

**Your responsibility** - staff are here to help you. Please behave in a way that is considerate and respectful, that helps you, staff and others to be safe. Please tell us if you feel unsafe or unwell.

## Quality

We will provide you with the best care and a professional high-quality service.

**Your responsibility** - keep your appointments and let services know if you are unable to attend.

## Respect

We will provide you with a service where you are treated with courtesy, dignity and respect.

**Your responsibility** - please be considerate of staff and other patients. Acts of violence, swearing, threats or verbal abuse towards other patients, visitors or staff are unacceptable.

## Information

We will provide a service that includes offering information:

- that is easy to understand
- about your options for treatment - the reasons we may not be able to provide you with certain treatment, the risks involved in having or not having treatment - so you can make an informed choice about your health care
- using an interpreter if required.

**Your responsibility** - provide up to date information about your health, services you may use, any special needs you have and why you made a time to see us.

## Participation

We will include you in making decisions about your health care and treatment options available.

**Your responsibility** - you can ask questions from your service provider and others so that you feel confident in making decisions about your care and go ahead with treatment. This includes asking for a second opinion. You can give or not give your consent to treatment at any time.

## Privacy

We will keep your personal information confidential and safe. Your personal health information will be shared with other health service providers if they need to know.

We will seek your consent in sharing your health information with others outside of this service.

Your consent is not required for some information sharing such as notifiable diseases, complying with a court order, if there is a serious threat to life, or to protect your wellbeing and the safety of others.

**Your responsibility** - inform staff of who needs to have access to your health information and sign consent forms.

## Comment

We will respond to your feedback as it is important that we know about your experience of care. This helps us to make improvements if we need to. Ask staff how you can provide feedback.

**Your responsibility** - let us know about your experience with our service in person, by a feedback form or suggestion boxes.