

POL018 PATIENTS' RIGHTS AND RESPONSIBILITIES POLICY

EXPECTED OUTCOME

PATIENTS' RIGHTS AND RESPONSIBILITIES REFLECT NATIONAL POLICY

POLICY

Toowong Private Hospital recognises and acknowledges that all patients have important rights and responsibilities.

PROCEDURE

THE RIGHTS OF EVERY PATIENT INCLUDE:

- **ACCESS TO CARE** - Toowong Private Hospital is a privately owned facility operating on a fee for service basis. All individuals have the right to access treatment and/or care as medically indicated, and as appropriate to their clinical needs regardless of race, creed, sex, national origins or special needs.
- **ACCESS TO PERSONAL INFORMATION** – Toowong Private Hospital will provide patients upon request with access to their personal information (including health and sensitive information) consistent with Privacy Legislation and subject to certain restrictions. Access can be arranged by making a request to the Health Information Manager of the Hospital. Toowong Private Hospital will take reasonable steps to correct information if it is shown to be inaccurate, incomplete or out of date.
- **ACCOUNT INFORMATION** - All patients have the right to request and obtain from the Hospital's Administration Services, complete and current information concerning accounting requirements, procedures and practices.
- **ADVANCED HEALTH DIRECTIVES** – All patients have the right to develop and document a written advanced health directive about health care choices.
- **APPROPRIATE HEALTH CARE AND SERVICES** – All patients have the right to receive appropriate care and treatment for their condition in a caring environment.
- **COMMENTS AND COMPLAINTS** – All patients have the right to receive information about how to lodge a complaint, make comment or initiate complaints and receive a prompt response with regard to any aspect of their treatment and care.
- **COMMUNICATION** – All patients have the right to choose if they wish to communicate with any member of their family, including withholding of information. Patients also have the right to receive open, clear and timely explanations about their diagnosis, prognosis, treatment options and illness prevention strategies in a language that can be clearly understood.
- **CONSENT** – All patients have the right to be informed about the consent process. Patients have the right to be provided with comprehensive and accessible information on

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recommended investigations, treatments or procedures prior to their informed consent being sought and obtained by their doctor. All patients have the right to withdraw their consent for treatment at any time. It may be a requirement to formally confirm and or withdraw this consent in writing.

- **CONSUMER INVOLVEMENT** – All patients have the right to provide constructive, relevant feedback to improve the quality of services provided at the hospital through strategies such as the inpatient community forum and the formal correspondence process.
- **IDENTIFICATION**– All patients have the right to know the identity and professional status of individuals providing services and care for them. All individuals have the right to choose a psychiatrist who will be primarily responsible for directing their care.
- **MEDICAL INFORMATION** – All patients have the right to obtain from the psychiatrist responsible for their care, complete and current information concerning diagnosis (as far as the psychiatrist is aware), treatment and prognosis. This information should be communicated in terms that can be reasonably understood.
- **PARTICIPATION IN OWN HEALTH CARE** – All patients have the right to participate in their care. Patients have the right to receive health care services based on the best available evidence.
- **PERSONAL SAFETY** – All patients have the right to expect reasonable levels of personal safety in the Hospital, in alignment with current health and safety requirements. This includes receiving health care services provided by competent, trained health professionals.
- **PRIVACY AND CONFIDENTIALITY** – All patients have the right to privacy unless legislation requires disclosure or the patient directs otherwise.
This includes the right to:
 - Be interviewed and examined in surroundings designed to assure reasonable privacy.
 - Expect that any discussion or consultation involving their care and treatment will be conducted discreetly and that individuals not directly involved in their care will not be present without their permission.
 - Have their medical record inspected by individuals directly involved in their treatment or in the monitoring of chart quality.
 - Expect all communications and other records pertaining to their care to be treated as confidential, even when handing over to the next health care provider.
- **REFUSAL OF TREATMENT** – All patients have the right to refuse treatment to the extent permitted by legislation. All patients have the responsibility for accepting the consequences of their own actions if they refuse treatment or do not follow their doctors' requirements, recommendations or care plan.
- **REFUSAL TO PARTICIPATE** - All patients have the right to refuse to participate in staff teaching, training or research activities.

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- **RESPECT, DIGNITY AND CONSIDERATION** – All patients have the right to be treated in a manner that is considerate and respectful, acknowledging personal dignity and values responsive to cultural and linguistically diverse backgrounds or special needs.
- **SECOND OPINION** – All patients have the right to seek a second opinion. It is the individual's responsibility (or carer) to organize this process.

THE RESPONSIBILITIES OF EVERY PATIENT INCLUDE:

- **ABSENCES FROM HOSPITAL**
 - **VOLUNTARY PATIENTS** are not constrained to the Hospital premises. However patients must:
 - Notify of any departure and return to the Nurses' Station.
 - Observe Hospital policy in relation to hours of the departure and return.
 - Understand that they are responsible for their own care, health and safety from the time of departure from the Hospital.
 - **THOSE PATIENTS HOSPITALISED UNDER THE MENTAL HEALTH ACT**
 - Must comply with legislative requirements in regard to absence and/or leave from the hospital.
- **ADVANCED HEALTH DIRECTIVES** - All patients have a responsibility for providing their treating psychiatrist with a copy of this directive and informing health care staff of this action.
- **ALCOHOL AND PROHIBITED SUBSTANCES** – The possession and/or consumption of alcohol, non-prescribed medication or illicit drugs is prohibited within the grounds of Toowong Private Hospital. It is also the patient's responsibility that such substances are not consumed to any extent that may conflict with treatment or medication whilst temporarily absent from the Hospital. Use of substances may result in discharge.
- **CARE OF VALUABLES** – Patients are responsible for the care of their own personal items and valuables. Where possible, valuables should be sent home and not be left unsecured in patients' rooms. Any valuables patients wish to keep should be secured in the locked drawer in each patient's room or deposited at Reception for securing in the Hospital safe. The Hospital reserves the right to decline to accept valuables for safekeeping. Any valuables deposited are retained at the patient's risk.
- **COMPLIANCE WITH TREATMENT**
 - Patients should participate in their treatment and care as planned with their psychiatrist and other members of the clinical team.
 - Patients should cooperate with nursing and allied health clinical staff.
 - Patients should identify themselves when asked by a member of the clinical team, before procedures or medicines can be administered.
- **FINANCIAL LIABILITY** – All patients have a responsibility to be, or to become, fully aware of the costs incurred during their admission, including treatment and payment of

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personal items such as pharmacy and telephone calls. Patients should also be aware of any co payments or excesses related to their health insurance.

- **MEDICATION** – Patients have the responsibility of delivering any personal medication to the Nurses’ Station. Medication must not be kept in patients’ rooms.
- **PROVISION OF INFORMATION** – All patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about their presenting problem/s, past illnesses, previous hospitalisations, medications and other matters relating to their health and treatment. All patients have the responsibility to seek information from their doctor and the treating clinical team about their proposed treatment and care and expectations as a patient.
- **RESPECT AND CONSIDERATION** – All patients have the responsibility for being considerate and respectful of the rights of other patients, Hospital personnel and visitors. The responsibility to respect others privacy applies to photography or social networking technology such as Facebook and Twitter. All patients have the responsibility of treating all hospital property with respect and care.
- **SAFETY** – All patients have the responsibility of ensuring, as far as possible, their own and others’ safety both inside and outside of the Hospital and its grounds. This includes the responsibility to report any hazards at the facility which may compromise the health and safety of others.
- **SMOKING** – All patients have the responsibility of ensuring they do not smoke within the Hospital’s facilities and grounds and for five metres beyond the hospital’s boundaries. This requirement applies to all smoking products including regular cigarettes and devices commonly known as electronic cigarettes.
- **THREATENING BEHAVIOUR** - All patients have the responsibility to accept and comply with zero tolerance of aggression towards staff and / or other patients.
- **VEHICLES** – All patients are discouraged from driving their vehicles to the Hospital. If driving or parking a vehicle in the Hospital grounds, patients do so at their own risk without any responsibility on the part of the Hospital for loss or damage to vehicles or persons. If an inpatient, the patient has a responsibility to handover their car keys to nursing staff for safe keeping throughout their admission.

REFERENCES/LINKS

Toowong Private Hospital will function in accordance with all relevant Legislation, Regulations, Industry Standards and Codes of Practice. TPH utilises the external Private Hospitals Association of Queensland (PHAQ) Matrix.

Access to related policies, procedures, forms, or other documents may be found by undergoing a Radix DM search by ID, Title, Library Group, document content or saving criteria.

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