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Your Rights and Responsibilities

We encourage all patients in our hospitals to be aware of their rights and responsibilities.

Further Information

The Private Patients' Hospital Charter, available from the Australian Government Department of Health and Ageing, provides information about what it means to be a private patient in a public hospital, a private hospital or a day hospital facility.

Copies of this Charter are available in all Healthe Care hospitals and at www.health.gov.au.

About Healthe Care

Healthe Care is the third largest private hospital operator in Australia, and a leading pan-Asian healthcare services group delivering clinical best practice and positive patient outcomes. Our Hospitals are fully accredited by an authorised accrediting agency under the Australian Commission on Safety and Quality in Healthcare, National Standards.

For further information about Healthe Care, visit healthcare.com.au or call 02 9215 8200.

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Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights (the Charter) describes the rights of patients and other people using the Australian health system. HealthCare recognises and acknowledges this charter as critical towards achieving a safe and high quality health system.

For further information regarding the "Charter" please visit www.safetyandquality.gov.au

Patient Rights

As a patient in any of our hospitals, you have a right to:

- Be treated with considerate and respectful care throughout your hospital stay regardless of race, creed, sex or nationality
- Be involved in the planning of your care from admission through to discharge, taking into account your cultural and religious beliefs
- Know the name of the doctor who has primary responsibility for coordinating your care
- Be informed of the names and functions of all people involved in providing your care
- Receive information regarding your condition and treatment options, in non-technical language, from those involved in your care before giving consent to treatment. This information should include treatment options for your condition, any associated risks and advantages of each option and expected outcomes, and the consequences of receiving no treatment
- Refuse a recommended treatment, test or procedure, unless the law prohibits this
- Leave the hospital/clinic against the advice of your doctor at your own risk, unless the law prohibits this. On leaving, you will be required to complete hospital discharge forms and acknowledge responsibility for your actions

- Know the plans for discharge from hospital and any continuing healthcare you may require including the time and location for appointments and the name of the doctor who will be providing the follow-up care. You also have the right to assistance with discharge planning by qualified hospital staff to ensure appropriate post-hospital placement:
- Refuse the presence of a particular healthcare provider, unless clinically indicated
- Seek a second medical opinion
- Decline to participate in teaching and research activities
- Nominate a person(s) to speak on your behalf if you are unable to do so
- Have a family member or support person present when you receive information about your condition, where possible and therapeutically appropriate
- Be informed of the estimated costs prior to any treatment. Before your admission, our staff will discuss with you the likely cost of any health fund and gap payments that you may incur
- Confidentiality of medical records and personal details to the extent permitted by law
- Expect safety where practices and environment are concerned
- Privacy for visits during established patient visiting hours
- Make a complaint about any aspect of your hospital stay, and have it dealt with promptly without penalty to your treatment

These rights can be achieved by:

- Discussing matters with your doctor or any hospital staff member looking after you in an attempt to achieve a solution
- Bringing the matter to the attention of the nurse unit manager or director of nursing of the hospital if the matter is not satisfactorily resolved by other means
- Contacting your State's Private Health Ombudsman
- Asking questions and seeking clarification in regards to matters that concern you
- Requesting information regarding any likely out of pocket expenses for services provided by the hospital prior to your admission

Patient Responsibilities

As a patient in any of our hospitals, you have a responsibility to:

- Respect the dignity and rights of other patients, visitors and hospital staff
- Cooperate with staff in the provision and planning of your health status and admission
- Provide accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health
- Inform the hospital if you have any Advanced Health Directive or Power of Attorney for any health and/or personal matters
- Contact the hospital should you wish to cancel or postpone your admission or if you are unable to arrive at the scheduled time
- Tell staff and/or your doctor immediately if you have any concerns about your condition or if there is any aspect of your care that you do not understand
- Inform staff of any particular requirements relating to your ethnic, cultural or spiritual beliefs
- Understand that there may be a reason why a service is unavailable at a particular time
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders
- Accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instructions
- Report unexpected changes in your condition to the responsible practitioner
- Respect hospital property, policies and regulations
- Finalise all accounts pertaining to your hospitalisation
- Provide information concerning your ability to pay for services
- Direct any complaint to a staff member so that appropriate steps can be taken to remedy your concerns

Storing Personal Information

We store personal information in a variety of ways, including paper and electronic formats.

The security of information is important to Healthe Care. Our staff are responsible for maintaining the security of patient information from unauthorised access, to misuse, loss and damage.

Access to Your Information

You are entitled to request access to all personal information including your medical record held by the service. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee for copies of your personal information or medical records.

Access to personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of harm, or if it would unreasonably impact on someone else's privacy.

If you believe the information we hold about you is incorrect and an error has been made, please let us know and we will correct the information. If we believe the information is correct, you may request that your view be noted on the record.

Requests for access to or correction of your medical record should be addressed to your health service provider's Medical Record Department.

Contacting Us

If you have questions about the privacy of your information or if you have a complaint, contact the Director of Nursing.

Alternatively, you can contact the Australian Privacy Commissioner.

Further Information

If you would like more information about privacy in general, please refer to the Office of the Australian Information Commissioner's website at www.oaic.gov.au

About Healthe Care

Healthe Care is one of the largest network of privately owned private hospitals in Australia. We are fully accredited under the Australian Commission for Safety and Quality National Standards and we are bound by and uphold the Australian Privacy Principles and State Privacy Laws.

For further information about Healthe Care visit healthecare.com.au or call **02 9215 8200**.

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Our Privacy Policy

People first. People always.

PATIENT INFORMATION

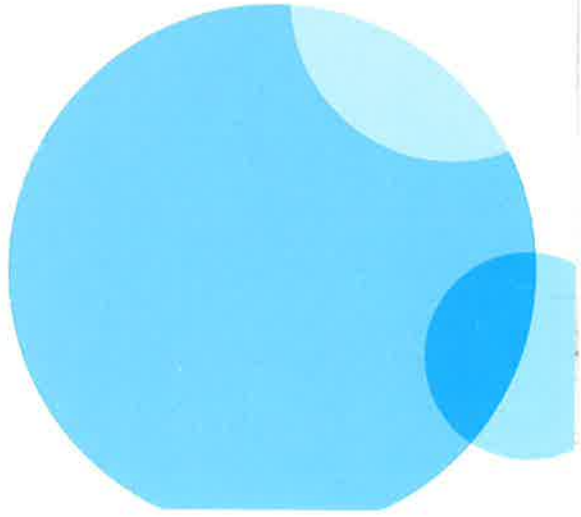
The provision of quality healthcare requires a relationship of trust and confidentiality between all parties. Consistent with our commitment to quality care, Healthe Care has a policy to protect patient and client privacy.



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Our Obligations

Healthe Care is the third largest private hospital operator in Australia, and a leading pan-Asian healthcare services group, and is committed to safeguarding the privacy of patient information.

Our doctors, nurses and other staff are bound by law and by a strict code of conduct to maintain confidentiality of patient information.

We comply with the Commonwealth Privacy Act and amendments, such as the Privacy Amendment (Enhancing Privacy Protection) Act 2012, incorporating the Australian Privacy Principles.

This brochure provides details of what personal information we will hold about you as a patient at one of our facilities, how you can access this information and the purposes for which your personal information is used and disclosed. Your personal information includes your personal details and personal health information relating to your treatment.

Information We Collect

We collect your personal details and medical history so we can provide you with treatment and advice. Test results and further information collected while you're being treated are kept with your medical record.

We only collect information that is relevant and necessary for your treatment and to manage our service.

While the facility maintains its own paper-based medical record, some of the information stored electronically is linked on an organisation basis.

We take all reasonable steps to ensure information we collect about you is accurate, complete and up-to-date. Patients can request incorrect information be amended.

We take reasonable steps to ensure information we collect about you is stored securely. We are required by law to retain medical records for certain periods of time depending on the type of record and facility.

Information We Collect may include:

- Name
- Date of birth
- Address
- Contact numbers
- Financial details (e.g. health fund details, person responsible for the account)
- Health history
- Family history
- Information that we consider necessary to assist our staff in your diagnosis and treatment

Why this Information is Collected

If you are to receive or have received a service from any Healthe Care facility we will collect and hold your personal information to:

- Provide the required treatment, service and advice
- Administer and manage those services, including charging, billing and debt collection
- Contact you to provide advice or information relating to your treatment
- Conduct appropriate health insurance eligibility checks
- Improve the quality of our services through research and development
- Conduct regular surveys to gain an understanding of individual needs
- Maintain and develop business systems and infrastructure to improve the services we provide

How this Information is Collected

All Healthe Care staff will endeavour to collect your personal information directly from you.

This may take place when you complete admission or administrative paperwork. It may also occur via the hospital admission process, through the doctor's rooms or over the telephone.

In certain circumstances or in an emergency, we will collect personal information from third parties who can help us provide you with safe quality care. Third parties may include:

- Employer
- Health service provider/professional
- Family members, friends or carers
- Power of Attorney

Consequences of Not Providing Personal Information

If you do not wish for us to collect certain information, you will need to tell us so we can discuss any consequences this may have for your healthcare.

Use and Disclosure of Personal Information

We will use and disclose your information for purposes directly related to your treatment and in ways you would reasonably expect for your ongoing care. This may include, but is not limited to the transfer of relevant information to your nominated GP to another treating health service or hospital, to a specialist for a referral, for pathology tests and xrays.

The main purpose of collecting information about you is to provide ongoing medical treatment and advice.

We are required to disclose some information to State and Commonwealth Government agencies to comply with laws regarding the reporting of notifiable diseases and statistics. Your personal information may be required as evidence in court when subpoenaed.

We are permitted to use patient information for indirect purposes to operate our facility. For example, we may disclose patient information to a debt collector or credit checking agency, to your health insurance fund, to the Department of Veterans' Affairs, to our insurers, to an external company subcontracted to evaluate patient satisfaction, or for clinical audit and quality assurance activities.

If there has been a break in the continuity of patient care, we might need to seek your consent before releasing information to a new doctor or health professional. If the situation is an emergency, consent isn't required.

We can not use your information for direct marketing purposes unless you provide authorisation.

Our staff may convey to your next of kin or a close family member, general information about your condition while in our care, in accordance with the accepted customs of medical practice, unless you request otherwise.

Our policies and procedures ensure our staff treat your information confidentially and discreetly.