

Information for Patients on their Rights and Responsibilities



The Australian Charter

The rights included in the Charter relate to access, safety, communication, participation, respect, privacy and consent.

The three guiding principles for the charter are;

Access- Everyone has the right to be able to access health care.

The commitment to International agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

The Australian society is made up of people with different cultures and ways of life and this is acknowledged and respected.

Policy

All patients attending Concept Fertility Centre and Day Hospital shall be provided with information regarding their Healthcare rights and responsibilities in line with the Australian Charter of Healthcare Rights. This has been endorsed by the CEO in the interests of all those in our care.

Your Rights

Privacy

You have a right to privacy and confidentiality of your personal information.

If you wish to access your health record you will need to provide proof of identity.

Safety

You have a right to safe and high quality care which is provided with professional care, skill and competence.

If you have any concerns with your care or feel that something has been missed please alert Concept of this. Let us know of any circumstances that might make your health care more risky.

Respect

You have the right to be treated with respect, dignity and consideration when receiving care. The care provided should be considerate to your culture, beliefs, values and personal characteristics.

Many different cultures and religious denominations access our services and Concept Fertility Centre and Day Hospital recognises the need to consider these cultural differences and diversities.

Please inform us of any religious or cultural requirements you may have so that we can endeavor to meet your needs.

Communication

You have a right to information to provide you with a clear understanding of your options for treatment and the possible risks and outcomes including the costs in a clear and open way. Your doctor and Concept staff will tell you about your treatment and assist you with understanding the processes involved.

You can contribute by being as open and honest with your communications and ask questions if you would like more information to understand the instructions given to you.

If you experience language difficulties you will need to inform the Coordinator when making appointments so they can advise you regarding the interpreter service. You may bring another person with you for support or to assist with communication if you wish.

Access

You have a right to access services to address your health needs. You can contribute to the right of access by trying to meet your appointments and advising Concept when you cannot.

Participation

You are encouraged to participate in decisions about your care. You have a right to information to provide you with a clear understanding of your options for treatment, services available, costs and the possible risks and outcomes before agreeing to treatment. You have the right to decline treatment or investigations after accepting responsibility for the consequences.

You have a right to seek a second opinion.

Comment

You have a right to comment on or make a complaint about your care and have this dealt with promptly and effectively. Concept is committed to continuous quality improvements and appreciate that your comments, complaints and feedback provide an excellent opportunity to see our services from your perspective. If you have any complaints we would like to hear about them.

Please write or email to the Director of Quality Services to discuss your concerns.

Written complaints can be sent to:

**Shahid Shakur
CEO
Concept Fertility Centre
F-6/1, Block 8
Near Teen Talwar Clifton
Karachi**

If you are unhappy with the outcome of the initial complaint through Concept's internal complaints mechanisms you can take your concerns to the office of Health Review. This is an independent state Government agency, established to deal with complaints about health and disability services.

Your Responsibilities

You have the responsibility to:

- Inform medical staff about your medical history and any relevant family medical history;
- Inform medical staff about any medications you are using;
- Inform the Quality Manager of any problems you have with your treatment;
- Let staff know about any special needs including dietary, cultural or religious needs;
- Co-operate with staff during your treatment in order to obtain the best outcome;
- Inform yourself about your health problems and take care of your health as far as you are able;
- Accept the consequences of your own decisions on health matters;

Follow treatment instructions or let staff know if you cannot or do not wish to do so;
Respect the dignity of Concept staff members, other patients and visitors and their right to a safe environment. When people behave aggressively or staff feel threatened, they have the right to withdraw care;
Be considerate in your arrangements with Concept by keeping appointments or advise us in advance if you are unable to attend.

Disabilities

Concept Fertility Centre/Concept Day Hospital recognises that people with disabilities are valued members of our community who make contributions to social, economic and cultural life.

A person with a disability has the right to be respected for their human worth and dignity, and has the same human rights as other community members, regardless of the degree and nature of their disability.

Please inform staff of any disabilities you or your partner may have so that we can ensure that all your needs are met.

Contact Us

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www.conceptfertility.com.pk

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