

# A short guide of what to expect from Northern Sydney Local Health District

*“Leaders in healthcare ...  
Partners in community wellbeing”*

This brochure outlines:

1. Australian Charter of Healthcare Rights
2. What you can expect from your health service
3. Where to go for more information
4. Who to contact

This brochure is a summary of  
“Your Healthcare Rights & Responsibilities  
– A Guide for Patients, Carers and Family”  
by NSW Health



**Health**  
Northern Sydney  
Local Health District

# What you can expect from the Australian Health System:

## Your rights

- **Access**  
You have a right to health care
- **Safety**  
You have a right to safe, high quality health care
- **Respect**  
You have a right to respect, dignity and consideration
- **Communication**  
You have a right to be informed about services, treatment options and costs in a clear and open way
- **Participation**  
You have a right to be included in decisions and choices about your healthcare
- **Privacy & Confidentiality**  
You have a right to have personal information kept private and confidential
- **Comments, Compliments and Complaints**  
You have a right to comment on your care and to have your concerns addressed without prejudice

These principles are drawn from the Australian Charter of Healthcare Rights and Responsibilities and from "Your Healthcare Rights and Responsibilities" by NSW Health

## **You can expect your health service to:**

- Treat you with care, consideration, courtesy and respect
- Include you and your carers in making decisions with your health care team
- Provide clear, concise and understandable information
- Provide access to written information about your care including your medical record
- Request your written consent to provide some procedures such as surgery
- Expect that each member of your health care team will introduce themselves to you
- Encourage you to ask questions and to provide clear answers and full explanations about your care
- Provide care that is individualised and takes account of your cultural and social needs
- Deal with all aspects of your care in a private and confidential manner
- Provide access to an interpreter as required

## **While you are part of this health service community we expect you to:**

- Show respect, courtesy and consideration for our staff, other patients and their families
- Share accurate information with your health care team and, as much as you are able, participate in the planning and delivery of your care
- Ask questions about your treatment and care
- Let us know about any special needs so we can try to meet them
- Inform us about your treatment preferences
- Follow infection control and hygiene advice
- Take care of your personal property
- Respect that the Health Service is a smoke free environment
- Voice any concerns you may have about your care and/or the care your family is receiving
- Help us identify where we can improve our services
- Ask permission from staff before taking any photography or video recording

# Where can I go for more information?

Information about your health care is available from the health professionals treating you.

If you want more information about health services available from the Northern Sydney Local Health District visit our website

**<http://nslhd.health.nsw.gov.au/>**

How to provide feedback:

- Discuss your experience with the manager of the health service you are attending
- Find out more from the websites below:

**[http://www.nslhd.health.nsw.gov.au/  
Aboutus/Pages/Haveyoursay.aspx](http://www.nslhd.health.nsw.gov.au/Aboutus/Pages/Haveyoursay.aspx)**

**<http://www.health.nsw.gov.au>**

**If you are concerned about your health care and want to discuss this further please contact:**

Patient Representatives/Complaints Manager

**Hornsby Ku-ring-gai Health Service**

Phone: 02 9477 9296

**Mona Vale Hospital**

Phone: 02 9998 6300

NSLHD-MonavaleConsumerRelations@health.nsw.gov.au

**North Shore/Ryde Health Service**

Phone: 02 9463 1600 Royal North Shore

Phone: 02 9858 7774 Ryde Hospital

NSLHD-NSRHSPatientRepresentative@health.nsw.gov.au

**Mental Health Drug & Alcohol Services**

Phone: 02 9887 5589

**Northern Sydney Local Health District**

Phone: 02 9462 9955

For interpreter assistance to contact a service listed above, telephone the Translating and Interpreting Service (TIS) on **131 450**.

***The Interpreting Service is a free service.***