medicare

Mental Health Centre
Canberra

Your Healthcare Rights

You can expect to receive high quality services and care from us.

The Charter* summarises the basic rights of all consumers accessing health care services. We support and are committed to these rights. They are:

Access
You have a right to healthcare services and treatment that meet your needs.

Safety
You have a right to receive safe and high-quality healthcare that meets national standards, and to be cared for in an environment that is safe and helps you to feel safe with us.

Respect
You have a right to be treated as an individual, and with dignity and respect. Your culture, identity, beliefs and choices must be recognised and respected. Our services are respectful of all consumer's autonomy, including their right to intimacy and sexual expression.

Partnership
You have a right to ask questions and be involved in open and honest communication. You can make decisions with your healthcare provider and can include the people that you want in planning and decision-making.

Information
You have a right to receive clear information about your condition. You can receive information about services, waiting times and given assistance, when you need it. You also have the right to access your health information. You must be told if something has gone wrong during your healthcare, including how it happened, how it may affect you and what is being done to make your care safe.

Privacy
You have a right to have your personal privacy respected - information about you and your health must be kept secure and confidential. There are specific and limited circumstances where we are legally required to share your private information.

Give feedback
You have a right to provide feedback or make a complaint without it affecting the way that you are treated. Your concerns should be addressed in a transparent and timely way.

You can find our feedback and complaint forms on our website, or you can ask reception for a copy.

Information sourced from:
https://www.healthdirect.gov.au/your-healthcare-rights

1800 595 212
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*The Australian Charter of Healthcare Rights 118, Mental health statement of rights and responsibilities 2012119 and United Nations Convention on the Rights of Persons with Disabilities state the rights of everyone using the Australian health care system.