

For more information

Australian Charter of Healthcare Rights

www.safetyandquality.gov.au

Private Patients' Hospital Charter

www.ramsayhealth.com.au/About-Us/private-patients-hospital-charter.aspx

Ten Tips for Better Health (For Patients)

www.westmeadprivate.com.au/forpatients/ten-tips-for-better-health.aspx

Consumers Health Forum of Australia

www.chf.org.au/fact-sheets.php

References

Australian Commission on Safety and Quality in Health Care, Patient and Consumer Centred Care,

www.safetyandquality.gov.au/ourwork/patient-and-consumer-centred-care/

Health Consumers Queensland

www.health.qld.gov.au



Ramsay
Health Care

ramsayhealth.com.au



Patient & consumer centred care

Patient Information



Ramsay
Health Care

Every patient has the right to be treated with care, consideration and dignity. At Ramsay hospitals you can play an active part in your care to maximise your hospital experience and health outcomes. That's why at Ramsay Health Care we practice Patient and Consumer Centred Care.

This leaflet aims to inform you, your family and carers about patient and consumer centred care.

What is Patient and Consumer Centred Care?

Australia has one of the best health care systems in the world. This means when you visit a Ramsay Health Care hospital you can expect the highest standards of health care available. Everyone has an active part to play, including you, the patient. Under the Australian Charter of Healthcare Rights and the Private Patients' Charter you have a right to:

- Receive safe and high quality health care.
- Be shown respect, dignity and consideration.
- Be informed about services, treatment, options and costs in a clear and open way.
- Be included in decisions and choices about your care.
- Privacy and confidentiality of your personal information.
- Comment on your care and to have your concerns addressed.
- Access services to address your health care needs.

Partnering in healthcare

As a partner in your health care, you also have a part to play in improving the quality and safety of health care. Being involved in your own health care and taking part in every decision gives you more control over your situation.

Speak up if you have questions

You can also speak up if you have any questions or concerns. Ask questions and expect answers that you can understand. Information can be provided for you both verbally and in written formats in a language you understand. For example, you may say:

- Could you please explain that to me again?
- Can I come back with my family to talk about this again?

Learning more about your health and any treatment you need reduces your anxiety, so get as much information as you can. Questions you may ask your doctor or health worker include:

- Could you please tell me more about my condition and treatment?
- How might the treatment or tests help me and what is involved?
- What are the risks and how likely are they to occur?
- What are the alternatives – what are my other options?
- What is likely to happen if I don't have this treatment?

Knowing your medicines

On arrival to a Ramsay Health Care facility please provide nursing and medical staff with any information (ideally a list) regarding any medications, vitamins, herbs or supplements that you are taking. Please also advise of any allergies or sensitivities. This is very important information to us as it helps us plan your care appropriately and safely.

- Some questions you may like to ask include:
- How do I use the medicine?
- What are the side effects?
- Can I use this medicine with other medicines I take?
- How long will I have to take it?

Understanding the plan for your care

Make sure you understand what will happen if you need surgery or a procedure. Again you can ask your doctor to tell you what to expect, for example, you might ask:

- What happens in the surgery or procedure?
- Are there any risks?
- Are there other treatments?
- How much will it cost?

Make sure you understand exactly what will be done. Make sure you know where and when it will be done. Tell your health worker if you have a drug allergy or if you get sick after an anaesthetic.

Make sure you understand the treatment plan you will use at home before you leave hospital. Ask the health worker to explain the plan to you. Make sure you understand your treatment, medicines and follow-up care and visit your doctor as soon as possible after your discharge. You may wish to ask:

- Who will be following up on my care and when do I need to see them?
- Will I require physiotherapy or other rehabilitation services?
- When can I return to work?
- When can I play sport?
- When can I drive?
- Will I be given a written summary of my care to give to my doctor?

Getting procedure and test results

If you don't get your results when expected, don't assume that everything is automatically alright. Call your doctor to find out your results. Ask what the results mean for you.