

Dialysis Australia Patient Services Charter

Dialysis Australia recognises that people receiving care and people providing care all have important parts to play in achieving better healthcare outcomes.

We believe that the below charter will contribute to the partnership of patients and Dialysis Australia clinical staff, to work together towards safe and high quality healthcare.

| | Our standards | What this means |
|---------------|---|--|
| Safety | We will provide you with high quality services. | You will receive high quality health services, provided with professional care, skill and competence. |
| Respect | You will be shown respect, dignity and consideration. | The care provided shows respect to you and your culture, beliefs, values and personal characteristics. |
| Communication | You will be informed about services, treatment, options and costs, where applicable, in a clear and open way. | You will receive open, timely and appropriate communication about your health care provided by Dialysis Australia in a way you can understand. |
| Participation | You will be included in decisions and choices about the services we provide you. | You may join in making decisions and choices about your care and about health service planning. |
| Privacy | Your personal information will be kept private and confidential. | Personal privacy is maintained and your personal health and other information is handled responsibly. |
| Comment | You may comment on your care so that your concerns may be addressed. | You can comment on or complain about your care and have your concerns dealt with properly and promptly. |
| Withdrawal | You may withdraw from the program. | You can cease participation from a program at any time. |

| | Our standards | What this means |
|---------|---|---|
| Respect | You have a responsibility to treat staff with respect. | Staff are here to provide care and should be treated with the respect you would like in return. |
| Honesty | You have a responsibility to provide accurate health history. | To provide the best care, staff require an accurate health record. |

* **Translating and Interpreting Service is available by phoning 131 450 (within Australia)**
* **Auslan Services available by visiting www.auslanservices.com or phoning 1300 287 526.**