

YOUR RIGHTS AND RESPONSIBILITIES

POLICY®

DOCUMENT SUMMARY/KEY POINTS

NSW Health Policy Directive

Your Health Rights and Responsibilities

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2011_022.pdf

- The above linked document is a NSW Health Policy Directive (PD) and requires mandatory compliance.
- The PD outlines how the seven basic rights summarised in the Australian Charter of Healthcare Rights are achieved in New South Wales. The basic rights detailed in the policy are Access, Safety, Respect, Communication, Participation, Privacy, and the right to Comment.
- The publication incorporates the principles of the Australian Charter of Healthcare Rights and is consistent with the National Healthcare Agreement (NHCA) 2009. All health professionals delivering healthcare services within NSW must be made aware of the detailed rights and responsibilities outlined in this publication.
- SCHN has its own Rights and Responsibilities documents which are consistent with this PD. There are two documents, a poster and a brochure. These have been developed in partnership with patients and families and endorsed by the SCHN Families and Consumer Council.
- The SCHN documents are the key vehicles for informing our patients, families and staff of their rights and responsibilities. They are publicised via display in key patient care areas, and on the internet: <http://www.schn.health.nsw.gov.au/parents-and-carers/your-familys-rights>
- The SCHN Rights and Responsibilities information is repeated in this document (below) and is available on the intranet for staff: <http://intranet.schn.health.nsw.gov.au/clinical-governance-unit/rights-responsibilities>
- SCHN Directors and Clinical Directors are responsible for notifying staff of this PD.
- Contact: Network Manager – Patient and Family Engagement, Clinical Governance Unit

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st March 2018	Review Period: 5 years
Team Leader:	Network Manager – Patient and Family Engagement	Area/Dept: Clinical Governance Unit

CHANGE SUMMARY

- Amended CHW coversheet to become a SCHN coversheet to the PD.
- Amendments made to reflect SCHN approach and updated hyperlinks and policies

READ ACKNOWLEDGEMENT

- All Medical, Nursing, Allied Health, Diagnostic and Executive Staff should be aware of this document.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st March 2018	Review Period: 5 years
Team Leader:	Network Manager – Patient and Family Engagement	Area/Dept: Clinical Governance Unit

Sydney Children's Hospitals Network - Rights and Responsibilities of Patients and Families

At the Sydney Children's Hospitals Network (SCHN), we are committed to patient and family-centred care. This means we support the rights and responsibilities of everyone – patients, their families and staff.

You can expect us to:

- Introduce ourselves to you and your child and explain our role
- Give your child safe and high quality health care
- Treat your child and your family with respect and dignity
- Give you and your child care that meets your individual, cultural and social needs
- Involve you as an important part of your child's health care team
- Give you clear, understandable information about your child's care
- Listen to your views about your child's care and answer any questions you may have
- Respect the privacy and confidentiality of your child and your family
- Ensure that you have a say in decisions about your child's treatment
- Inform you of opportunities to be involved in research and teaching

We expect you to:

- Tell us if you have concerns about your hospital stay, and help us identify where we can make improvements
- Ask questions if there's anything you don't understand
- Attend appointments, or tell us in advance if you need to reschedule
- Let staff know if you plan to leave the ward
- Let staff know of any change in your personal information, including contact numbers
- Follow the instructions for your child's treatment and let us know if there are any problems
- Respect the privacy and dignity of other patients and their families, as well as staff

We want Sydney Children's Hospitals Network to be a safe and supportive environment, so we ask all staff, families, patients and visitors to:

- Treat others with kindness and respect
- Respect the Hospital's policy on smoking and alcohol use
- Behave in a manner that is not aggressive or offensive (physical or verbal abuse of any kind will not be tolerated).
- Take care of personal property and respect Hospital property

If you would like to provide feedback on your hospital stay, please contact the Patient Friend:

- Sydney Children's Hospital, Randwick - (02) 9382 0680
- The Children's Hospital at Westmead- (02) 9845 3535

Additional Information

- **SCHN Consumer Engagement - Governance Policy:**
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/3560>
- **Patient Complaints Management Policy:**
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/2794>
- **Patient Complaints Management Procedure – SCHN:**
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/3591>
- **Safety, Security and Patient Allocation Policy – SCHN:**
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/3466>
- **Security Policy and Procedure – CHW:**
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/4001>

Copyright notice and disclaimer:

The use of this document outside Sydney Children's Hospitals Network (SCHN), or its reproduction in whole or in part, is subject to acknowledgement that it is the property of SCHN. SCHN has done everything practicable to make this document accurate, up-to-date and in accordance with accepted legislation and standards at the date of publication. SCHN is not responsible for consequences arising from the use of this document outside SCHN. A current version of this document is only available electronically from the Hospitals. If this document is printed, it is only valid to the date of printing.