

Taking charge of your health care

Your rights and responsibilities

There are many differences between child and adult health care settings.

With more freedom and control in managing your own health care there are some other requirements. These include such things as being able to understand and explain your condition and its symptoms, speaking directly to doctors about any concerns or misunderstandings you have, and seeking out advice when you need it.

Your rights

Whenever you seek medical advice or treatment you can expect all health workers (including doctors) to:

- Take you seriously and treat you in a respectful manner
- Provide clear information and explain what is happening in words that you understand
- Involve you in any decisions made about your care and any plans for treatment including stopping care or changing treatment
- Include a friend or family member during your appointments, if that's what you want
- Give you the chance to ask questions about things that are important to you
- Respect your privacy and confidentiality

(There are legal limits to this to do with your safety or the safety of others. Ask your doctor/ health workers what these limits are.)

- Let you know how to look at your medical records and make sense of it
- Let you know how to make a complaint

Responsibilities

Health workers in adult facilities will expect you to take more responsibility for yourself. They will expect that you:

- Understand your condition and its treatment and are able to explain this to health workers when required
- Keep a copy of your health record
- Know the warning signs that mean you need urgent medical help
- Follow treatment plans given to you by your health workers that you have agreed to
- Show up to appointments on time
- Know how to get referrals or prescriptions when required
 - Know how to order and take care of special equipment you might need
 - Understand how Medicare and your medical insurance work

Complaints

If you were unhappy about the way that you have been treated by any health care staff there are steps that you can take – you can make a complaint.

If you don't want to approach them yourself talk to the Patients Friend here at CHW on **9845 3535** or contact the Youth Liaison Officer NSW Ombudsman on **1800 451 524**

