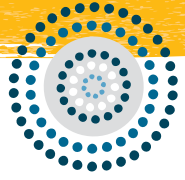


Your rights in accessing health care

Knowing your rights and what is expected of you will help you develop healthy relationships with your healthcare team.



You have the right to

- **Express** your views respectfully.
- Be **heard** and have something done about it.
- Receive the **best** available healthcare.
- Be treated with **respect** in regards to your values, beliefs and culture.
- Be with and guided by your family, unless this is against your **wishes**.
- Be **involved** in decisions that affect you.
- Be **protected** from harm.
- Have **access** to education, employment and recreation.
- Have planned **coordinated** healthcare.
- Be **fully** informed, be able to ask questions and be given answers about all matters concerning you.
- Have your **privacy** and **confidentiality** respected, unless there is a safety risk to you or others.
- **Make** a complaint if you were unhappy about the way that you have been treated by any healthcare staff.
 - Talk to your hospital's complaints team.
 - Contact the Health Care Complaints Commission www.hccc.nsw.gov.au.
 - Contact the NSW Ombudsman Young People www.ombo.nsw.gov.au/what-we-do/youth.

You are expected to

- **Understand** your condition and its treatment.
- **Explain** your condition to health workers when required.
- Keep a copy of your **health record** or provide access to My Health Record.
- **Know** the warning signs that mean you need urgent medical help.
- **Follow** the treatment plans given to you by your healthcare team that you have agreed to.
- Show up to appointments **on time**.
- **Know** how to get referrals or prescriptions when you need them.
- **Know** how to order and take care of special equipment you might need.
- **Plan** your appointments in advance, as adult hospitals have longer waiting times.
- Be **prepared** for your appointment. Know what you need to bring and where you need to go.
- **Call** if you are late or if you need to cancel and reschedule.
- Have a **medicare** card.
- **Understand** your medical costs.
- **Check** if you need more medications.

Ask your health professional for more information about this.



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**GET THE
FACTS**

