

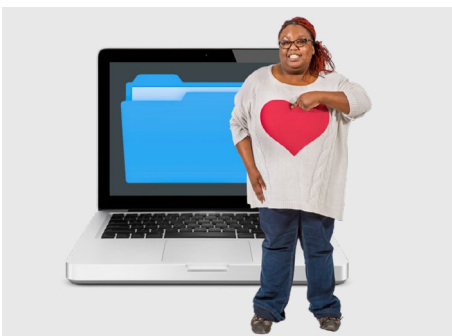


Easy Read

Being in charge of your healthcare



This factsheet is about your rights and what you need to do when you get health care.



Your Rights

Rights are things you must be allowed.
Everyone has rights.

These are your rights when you get health care.



You have the right to

Say what you think.

Be heard and have something done about what you say.

Be told about things that matter to you in a way you understand.

Be able to ask questions.

Be included in making decisions.



Get the best health care that can be given to you.

Health care that is planned and well organised.



Things about you stay private.

You are protected from harm.



Your culture and values and beliefs are respected.



Be with your family if you want to.

Get advice from your family if you want to.



Be a part of regular things like education and employment or fun activities.



You have the right to make a complaint if you are not happy about how you were treated.



What you need to do

There are things you need to do when you get health care.

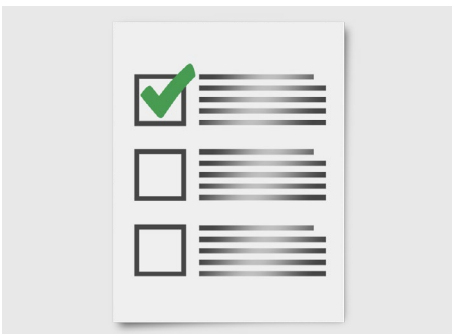
You need to:

Learn about your health problem and how you are being cared for. If you do not understand ask someone for help.



Tell health care staff like doctors, nurses and therapists about your health problem.

Keep a copy of your health record or let health care staff see it on My Health Record.



Look after your health in these ways

- Know the warning signs that mean you need medical help now.
- Follow the plan for your health that health care staff give you. This is a plan that you agree to follow.



Know how to

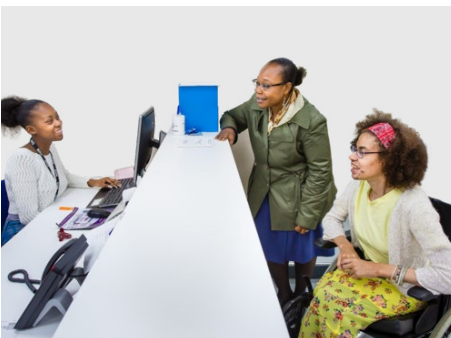
- Get a referral to see a doctor.
- Get a prescription for medication.
- Order equipment and take care of it.

If you don't know ask someone for help.



For appointments you need to

- Be on time.
- Call if you are running late or if you need to cancel or change the time.
- Plan your appointment well before you need it. You might have to wait a long time to get an appointment.
- Be ready with everything you need for your appointment like your Medicare card.

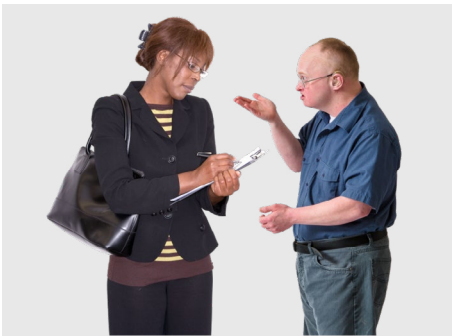


Understand the costs of health care treatment.

You can ask someone for help with this if you need.



You can ask a health care worker for more information about this fact sheet.



How to make a complaint

- The Health Care Complaints Commission
Website: hccc.nsw.gov.au
Phone: **1800 043 159**
- The complaints team at your hospital



Or you can talk to the NSW Ombudsman.

Phone: **9286 1000**

www.ombo.nsw.gov.au/what-we-do/youth

For more information you can read these fact sheets



Finding a good GP.



Costs in adult health services.