

Your rights to quality and safe healthcare



This snapshot provides information about your rights to access health care, to receive safe care, and to be afforded respect and privacy, communication and participation and the opportunity to comment on service provision. We provide positive examples of each right.

Aim:

To clarify the right to quality healthcare for all adults on the spectrum. This work draws on the Australian Charter of Healthcare Rights*, written by the Australian Commission on Safety and Quality in Healthcare.

Author:

Ms Julianne Higgins in collaboration with Dr Kate van Dooren, as part of the Autism CRC Health Hub.

ACCESS



You have the right to access quality health care, within or close to your own communities, even in rural areas.

Examples of Access:



Venues and services that are accessible according to different sensory needs



Positive attitudes by health professionals and community service providers

SAFETY



You have the right to feel safe from physical, sexual, verbal, emotional, psychological and financial abuse. You also have the right to quality health care and services that help you to achieve “maximum independence, physical, mental, social and vocational ability, full inclusion and participation in all aspects of life”(UNCRPD 2006 Articles 25 & 26).

Examples of Safety:



Environmental modifications that take into account sensory issues such as lighting, auditory overload (“noise”; loud and/or multiple sounds), sensitivity to overwhelming odours, harsh and/or irritating fabrics /surfaces, and overload of visual stimuli from television or radios



Medical professionals who demonstrate empathy to the sensory needs of people on the spectrum

RESPECT & PRIVACY



You have the right to Privacy and Confidentiality concerning your personal and health documentation and discussion of these issues by medical professionals or service providers should occur in a private space.

Examples of Respect & Privacy:



Informed and unpressured consent for any medical procedure



Affordable assistance



Services that help people to understand their worth

COMMUNICATION & PARTICIPATION



You have the right to appropriate communication (spoken, signed, body language and other forms of non-spoken languages) about available services, treatment, options and costs in a clear open way (UNCRPD 2006 Article 2**).

Examples of Communication & Participation:



Health professionals who are equipped to employ your preferred mode of communication



Appointments that provide you with enough time for consideration of options before making a decision



Services that recognise diverse abilities and difficulties

COMMENT



You have the right to comment, provide feedback or complain about inappropriate services.

Examples of Comment:



Service providers who build trust and openness around receiving feedback



Services that actively address concerns

* safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf

** un.org/disabilities/default.asp?id=150