



# KNOW YOUR RIGHTS TO QUALITY AND SAFE HEALTHCARE

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We want to let you know about your rights to high quality and safe healthcare.

## WHAT ARE YOUR RIGHTS?

### 1. ACCESS

Access means opportunity, and the chance to have or do something.

You have the right to access healthcare from doctors, dentists, therapists and other people who can help you keep healthy and well.

### 2. SAFETY

Safety means that you are not hurt and that you feel safe when accessing healthcare. You have the right to safety.

Examples of this are:

- You should not have to be in a place where the lights or the sounds or smells hurt you or make you feel sick, or if there are so many things to look at that it makes you feel bad.
- You should not be made to feel afraid of being hurt by anyone or anything such as someone saying bad words to you or putting their hands on your body without your permission.
- Permission means you say “Yes” or that it is “OK” for someone to do or say something to you. You do not say “Yes” or “OK” if you do not want to.

### 3. RESPECT

The right to respect means to be treated well by others and for you to treat yourself and others well. You have the right to respect.

Examples of this are:

People speak to you politely and treat you as a person (as well as a patient or pupil or client or a friend).

- When you are with a person who works to help you, you should be given the help you need such as being shown where the toilet is or turning off loud music in a waiting room if you ask them to.



## **RESPECT (con't)**

- If you are asked to be a part of a medical or scientific study you should be told everything you need to know before you agree and sign your name. This is called **INFORMED CONSENT**. You may want your carer or representative to be present to make sure you understand what the study is about and what you would have to do in the study.

Your Representative can be your partner, a parent, trusted friend or carer.

## **4. PRIVACY**

Privacy means you don't have to share everything about yourself with other people unless you wish to. You have the right to privacy.

Examples of this are:

- The doctors, nurses and other people who work with you will not talk about you and your treatment in front of other people or tell anyone else if you have not given them permission.
- If someone asks you a question that makes you feel embarrassed you do not have to answer it and can ask the person why they want to know. You don't have to share private things if there is no medical reason for the question. If you are not sure about this you have the right to ask for your carer or your representative to be present.

## **5. COMMUNICATION**

The right to being informed about health treatment means that you can ask questions to help you understand what is involved and what it costs. It also means that other people can ask you questions and answer your questions.

Examples of this are:

- Good communication can happen when you use spoken, written or signed, language and/or pictures to communicate with other people who are able to use your style of communication.
- Other people may not know that crowded places like hospitals can make it difficult for you to communicate unless you let them know.



## **COMMUNICATION (Con't)**

- If you are in a room that has very bright or flickering lights or loud music, people talking and laughing loudly, loud machines like vacuum cleaners, coffee-machines or has strong smells and it is too hard to think and communicate, ask to go somewhere else.

## **6. PARTICIPATION**

Participation means you are able to join in and be a part of something including your healthcare decisions and choices. You have a right to participate.

Examples of this are:

- When you are told about your treatment, by a doctor or nurse, you have the right to ask questions and to have those questions answered. This gives you the opportunity of participating in making a decision about your healthcare.
- When you have asked questions and have been given the answers you can choose if you say “YES” or “NO” to treatment. This is called **INFORMED CONSENT**.

## **7. COMMENT**

The right to comment means that you can tell people how you feel about something. You have the right to comment.

Examples of this are:

- You should not be afraid to tell a doctor, nurse, or other people who work with you if something has happened or been said or done to you that has hurt you or made you feel bad.
- You should be able to communicate your feelings to the person in a private room and be actively listened to and treated with respect. After the meeting you should be able to trust that action will be taken so the things that upset you will not happen again.