

Under Berwick Surgicentre's Code of Conduct, we are committed to respecting the rights of patients

:

1. The right to the highest quality care

To know the name of your carer

2. To have the doctor of your choice

To know the name of your carer
To have costs of treatment disclosed to you.

3. To be treated with respect and dignity

All patients have the right to be treated with respect, dignity and consideration for privacy and special needs.

4. Access to services throughout the state

You have the right to have access to a basic range of hospital services wherever you live in Australia. If the services you need cannot be provided at your local hospital you will be referred to a centre where they are available.

5. Explanation of treatment and consent before being treated

Before agreeing to the treatment you have the right to have the planned treatment clearly explained to you in terms you can understand, including possible risks and alternatives.

6. A second medical opinion

All patients have the right to seek a second medical opinion. Where possible our management will assist you to obtain a second medical opinion, subject to the nature of your illness, your location and the availability of alternative practitioners.

7. Advice on care when you leave the facility

You have the right to be given information about your continuing health care before your discharge.

8. Confidentiality and access to your medical records.

You have the right to see your medical records, subject to some legal provisions, and to have personal information kept confidential.

9. Consent before being involved in training or research.

You have the right to agree or to refuse to take part in the training of health professionals and in medical research.

10. A simple procedure for making complaints

You have the right to comment on or complain about the health care you receive and to be given information about how to make a complaint.

This brochure is available in alternative formats/fonts on request to the Patient Liaison Service.

Do you have a concern or complaint about a service that you have received at Berwick Surgicentre?

We would like to know.



The information in this brochure will tell you how to let us know about your concerns.



How to make a complaint

- You may discuss your concern with the staff involved or ask to speak to a more senior person.

Or

- You can ask to speak to the Patient Liaison Officer or phone on 97689210

Complaints can be lodged by phone, in person or in writing. The address is:

Patient Liaison Service
Berwick Surgicentre
22 Langmore Lane
Berwick
Tel 97689210
Fax: 97689211

Email:
patient.liaison@berwickeye.com.au

It would be helpful if you included details such as:

What occurred and when, with dates/times if possible and who was involved.

What you would like to see happen as a result of raising your concern. If you would like feedback on the outcome of your complaint please provide your contact details.

What happens next

- Your concern will be documented. None of the documentation will be placed in your medical file, it is filed separately with restricted access. The complaint process is confidential.
- You will receive acknowledgment of your complaint by letter or telephone.
- Your complaint issue/s will be investigated. This can take from 2 to 6 weeks. If there are delays, you will be kept updated of progress every 2 weeks.
- You will be given the name and contact details of a person to speak to whilst your complaint is being looked into.
- Once the investigation is completed, you will be sent a letter (unless you indicate otherwise) detailing the findings and any intended actions. You will be offered the opportunity to comment if you wish to do so. If you wish to have a meeting to discuss the outcome that can be arranged.
- Lodging a complaint will not impact on any future care or treatment you may receive at this facility.

If we have been unable to resolve your complaint another avenue for an independent review of your complaint is: Health Services Commissioner
30th Floor 53 Bourke St Melbourne 3000
Telephone: (03) 8601 5200
Toll Free: 1800 136 066

In order to help us provide better care we expect that as our patient you will:

- Tell our staff about your medical history and that of your family.
- Tell staff about treatment or medication you were receiving when you are admitted .
- Tell staff about any change in your condition or any problems you may have with your treatment.
- Let our staff know about any special needs you have particularly any cultural or religious needs.
- Be courteous and respect the role our staff. Where people behave aggressively and staff feel threatened they have the right to withdraw care.
- Follow treatment instructions or let our staff know if you cannot or do not wish to do so.
- Tell our staff if you need more information or if there is anything you do not understand or are worried about.
- Try to keep appointments and let our staff know if you are unable to do so.

