

Statement of Rights

for all persons who access MidCentral Health's Health Care Services

Right One...

- You should be treated with respect, including respect for your personal privacy.
- Services should take into account your cultural, religious, social and ethnic needs, values and beliefs.

Right Two...

- You should be free from discrimination on the grounds of age, gender, race, beliefs, marital or family status, employment, sexual orientation or disability.
- Services should be delivered without coercion, harassment or any form of exploitation.

Right Three...

- Services should be provided in a way that respects your dignity and independence.

Right Four...

- Services should:
 - be provided with reasonable care and skill
 - meet legal, ethical, professional and other relevant standards
 - be consistent with your needs
 - minimise potential harm.
- Providers should co-operate with each other to ensure you have quality care.

Right Five...

- Information should be given in a form, language and manner which you can understand.
- You should be listened to.
- A competent interpreter should be available if you need one and if it is reasonably practicable.
- Communication should take place in an environment that supports open, honest and effective discussion.

Right Six...

- You should always receive the following information:
 - an explanation of your condition
 - your options, including the expected risks, side effects, benefits and costs
 - an estimate of when you will receive a service
 - advice of any possible involvement in teaching or research
 - the results of tests or procedures
 - the information you need to make a decision.
- You should be given honest answers to your questions relating to services. This includes questions about:
 - the identity or qualifications of a provider
 - your provider's recommendations
 - how to get another opinion
 - results of research which you were involved in.
- You have a right to request and receive a written summary of information.

Right Seven...

- You should receive a service only when you have made an informed choice and given your informed consent.
- You should be presumed to be competent to make choices and give consent unless there are reasonable grounds for a provider to conclude otherwise.
- If you have diminished competence (for example, a child) you should be allowed to make choices and give consent to the level of your ability.
- In circumstances where services have to be delivered without your consent, they should be in your best interests. Steps should be taken to discover whether services would be consistent with your wishes, including discussing the matter with available family and close friends.
- You may make a decision in advance, in accordance with common law.
- Your consent should be obtained in writing when you will be involved in research, an experimental procedure, a general anaesthetic or where there are possible significant adverse effects.
- You may refuse services and withdraw your consent.
- You may change to another provider where it is practicable to do so.
- You may make decisions about body parts or bodily substances.

Right Eight...

- You may have a support person or persons of your choice with you, as long as it is safe and other consumers' rights are not unreasonably affected.

Right Nine...

- All of these rights apply when you are being asked about or taking part in teaching or research.

Right Ten...

- You may make a complaint in any form appropriate to you.
- You should be kept informed about the progress and outcome of your complaint.
- You should be advised of the availability of advocates and the Health and Disability Commissioner to assist with your complaint.
- You should not be adversely affected by complaining.
- To make comments/complaints or suggestions on any aspect of services. You can do this through discussion with MidCentral Health staff providing your care, or by making contact with (written or verbal) the nearest Customer Relations Co-ordinator:
Palmerston North:
 - *Customer Relations*
PO Box 2056
Palmerston North 4440
..... Phone: (06) 350 8980

If you are dissatisfied with the outcome of the investigated complaint, or you wish to go to an external agency, you may consult a Health and Disability Commissioner Advocate, telephone 0800 112 233, or complain to the Health and Disability Commissioner, PO Box 12299, Wellington.

DO THESE RIGHTS ALWAYS APPLY?

Sometimes a provider may not be able to meet all of these rights. However, they must always do what they reasonably can under the circumstances.

STATEMENT OF RESPONSIBILITIES


As a visitor to MidCentral Health premises, you are expected:

- to observe all the appropriate responsibilities of a consumer
- to follow instructions of staff in the event of an emergency
- to comply with the requirements of all notices and instructions within the premises.

- restrict the use of alcohol and drugs on MidCentral Health premises to those only that have been authorised by the Doctor responsible for patient care or some other person authorised by MidCentral Health
- inform appropriate staff if you no longer require or wish to continue with treatment or services (e.g. surgery, clinic appointments, medication). If your decision is against medical advice, you will be asked to sign a statement releasing MidCentral Health and its staff from any responsibility.
- have a third party present during examinations/interviews if requested by MidCentral Health staff – in line with professional and ethical standards
- pay on the due date all accounts for services not provided free which have been agreed to in terms of the Statement of Rights. In the failure of any agreement being reached, you will pay a reasonable price for the services provided. Any failure to pay will then result in MidCentral Health, subject to the conditions of the Privacy Statement, taking appropriate measures to seek payment, including disclosures to credit agencies.

Statement of Responsibilities for all persons who access MidCentral Health's Health Care Services

- As a consumer of MidCentral Health services, we ask that you:
 - treat others with respect, courtesy and consideration this includes respect for their culture, values, beliefs, as well as their personal privacy
 - treat MidCentral Health's facilities and equipment with care and to assist in retaining a pleasant, healthy and safe environment
 - maintain loan/hired equipment as requested and return as soon as you no longer need it
 - observe MidCentral Health's no smoking policy in all facilities and to smoke only outside in the designated smoking areas



Your rights & responsibilities when receiving Health and Disability Services from MidCentral Health

Privacy Statement for all persons who access MidCentral Health's Health Care Services

This statement relates to all information MidCentral Health collects and holds about you, now or in the future. We maintain this Policy to ensure that your personal information is held in confidence.

Information about you will be collected and retained by MidCentral Health.

Information collected about you will be used for:

- Monitoring and providing ongoing healthcare services for you
- Training of health professionals
- Health research in a manner which does not reveal your identity
- Administration of MidCentral Health
- Any purposes directly related to any of the above, or to prevent or lessen any serious or imminent threat to your life or health or that of another individual, or to public health or safety.

We aim to collect all information from you, however we may seek information about you from family, relatives, friends and other persons who we believe may be able to provide assistance to us should you be unable to do so yourself.

You have a right to see your personal information. In certain circumstances, you may correct personal information held by MidCentral Health unless it is supplied in confidence by another person or MidCentral Health is otherwise authorised in law to withhold it.

MidCentral Health will disclose information to other people/agencies providing health, disability or financial support to you, to enable continuity of healthcare.

Information may be shared with your preferred contact person unless you indicate otherwise.

At times, MidCentral Health may have a statutory or ethical obligation to disclose relevant information about you.

You are not obliged to give MidCentral Health any information. However, the failure to provide information may jeopardise the ability of MidCentral Health to provide adequate health care and treatment to you.

Should you consider privacy of your personal information has been breached, please do not hesitate to contact the staff mentioned on this sheet or The Privacy Commissioner, PO Box 466, Auckland 1.

This brochure includes a summary of the matters protected by the Code of Health and Disability Service Consumer Rights.

The actual legal entitlements are contained in the regulation. Feel free to ask for a copy from the Customer Relations Co-ordinator.