

## 1. Purpose

The purpose of the Warner Health and Wellness Centre (the Centre) Patients' Rights and Responsibilities policy is to ensure all patients are treated respectfully, regardless of their beliefs, culture, sexuality, age, gender, disability or other characteristics. The Centre is committed to providing care that respects each patient's background and individual needs, and all staff are trained to communicate clearly and with consideration.

## 2. Patients' Rights

All patients have the right to:

- Access healthcare services that meet their needs, regardless of personal characteristics.
- Receive safe, high-quality care that meets national standards.
- Be cared for in a safe environment where they feel secure.
- Be treated with dignity and respect as individuals.
- Make decisions in partnership with their Practitioner to the extent they choose.
- Ask questions and engage in open, honest communication.
- Include the people they wish in decision-making.
- Receive clear information about their condition, treatment options and associated risks.
- Be informed about services, waiting times and costs.
- Get assistance to understand and use health information when needed.
- Access their health information.
- Be told if something goes wrong with their care, including the impact and any corrective actions.
- Have their personal privacy respected.
- Have their information kept secure and confidential.
- Provide feedback or make a complaint without it affecting their care.
- Have concerns addressed transparently and promptly.
- Share their experiences and participate in improving the quality of care.

## 3. Staff Responsibilities

Practitioners, clinical staff, and non-clinical staff are committed to respecting patient rights through courteous and empathetic communication. This approach helps minimise patient dissatisfaction and complaints. Staff must:

# PATIENTS' RIGHTS AND RESPONSIBILITIES POLICY



- Be courteous, empathetic and considerate at all times.
- Communicate clearly and repeat information when necessary.
- Understand patients' anxieties and any unfamiliarity with the practice.
- Allow patients time to communicate, especially in difficult situations, to ensure they have all the necessary information.

## 4. Patient Responsibilities

Patients are expected to work in partnership with their healthcare providers. This includes:

- Attending appointments on time, or providing at least 24 hours' notice for any changes.
- Treating staff and other patients with respect.
- Communicating openly about medical conditions, symptoms, allergies, medications and other relevant health information.
- Keeping the Practitioner updated on any other healthcare received or changes in their medical care.
- Following the Practitioner's treatment plan and instructions.
- Not attending appointments under the influence of alcohol or other substances.
- Engaging in preventive health practices.
- Asking questions and sharing information with the Practitioner.
- Providing feedback to help improve healthcare services.

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