

RIGHTS & RESPONSIBILITIES of women using the Centre

Revised July 2008

PHILOSOPHY

The Illawarra Women's Health Centre is committed to assisting women to be aware of their rights as health care clients, and to helping women to put these rights into action.

POLICY:

Clients have the right:

- to a welcoming environment in the Centre
- to a safe and supportive environment
- to professional and prompt service
- to be treated with dignity, courtesy and respect, including courtesy and respect for your culture
- to receive service in a non discriminatory manner at all times
- to confidentiality and privacy
- to know the name of the staff member/s assisting you
- to have the services of an interpreter by arrangement
- to receive information to assist in health choices
- to make decisions about your own health care
- to accept or reject advice or treatment
- to read your health records with your health care worker, and be given a copy upon written request
- to refuse to take part in research and experiments, or to allow data from your health record to be used for research
- to refuse services from students
- to receive fair investigation of complaints

CLIENT RESPONSIBILITIES

Rights also come with some responsibilities. Those that we expect clients to be aware of include the responsibility to:

- have your own GP for health issues other than women's health/women's business
- be on time for appointments and contact the centre if you are unable to keep your appointment
- ask questions to become informed about your health condition and any suggested treatments
- know your personal medical history, including details of any medications currently being used
- inform centre workers if you are seeing someone else for the same problem
- respect the rights of other women using the centre, including their right to privacy and confidentiality
- treat the staff of the centre with courtesy and respect
- assist in seeking a fair resolution to any complaint you make of the centre
- help make this centre a safe place for all women.