

## Do you have any Concerns?

We would like the opportunity to resolve any concerns you may have as soon as possible. If you are not satisfied with your experience at Monash Health, please talk to us:

**Step 1:** Talk to the staff member looking after you

**Step 2:** Ask to talk to the staff member in charge

**Step 3:** If your concerns have not been resolved, or if you don't feel comfortable talking to ward staff, you can contact one of our Patient Relations Coordinators:

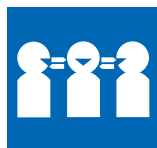
Monash Medical Centre/ Monash Children's Hospital <b>9594 2702</b>	Casey Hospital/ Cranbourne Centre <b>8768 1465</b>
Dandenong Hospital <b>9554 8078</b>	Monash Health Community/ Community Oral <b>9554 8078</b>
Moorabbin Hospital <b>9928 8584</b>	
Kingston Centre <b>9265 1356</b>	Mental Health Program <b>9554 9237</b>

**Alternatively, you can visit our website and give us feedback:**  
[www.monashhealth.org](http://www.monashhealth.org)

### Or write to us:

Complaints and Compliments  
Monash Health  
Locked Bag 29 Clayton South VIC 3169  
**Email:** [feedback@monashhealth.org](mailto:feedback@monashhealth.org)

If you need an interpreter, please let us know:



**131 450**

This information is available in multiple languages. Ask our staff or visit our website for a copy: <http://www.monashhealth.org>

If we have been unable to resolve your concern, you can contact:

**Health Complaints Commissioner**  
Level 26, 570 Bourke Street  
Melbourne Vic 3000

Telephone: **1300 582 113**  
Website: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

This document is based on the Australian Charter of Healthcare Rights (2<sup>nd</sup> edition)

## Our values:

**Integrity | Compassion | Accountability**  
**Respect | Excellence**

Last Reviewed: February 2021

Consumer reviewed

# Your rights and responsibilities



This document explains what you, or someone you care for, can expect from us and what we expect from you when you use our services.

 **Monash Health**

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## What you can expect from us

### Respect

You have a right to:

- be treated as an individual, and with respect and dignity
- have your culture, identity, beliefs and choices recognised and respected

### Information

You have a right to:

- clear information about your condition, the possible benefits and risks of different tests and treatment, so you can give informed consent
- receive information about services, waiting times and costs
- be given assistance, when you need it, to help you understand and use health information
- request access to your health information
- be told if something has gone wrong, how it happened, how it may affect you and what is being done to make care safe

### Partnership

You have a right to:

- ask questions and be involved in open and honest communication
- make decisions with your care provider, to the extent that you choose and are able to
- include the people that you want in planning and decision making

### Safety

You have a right to:

- receive safe and high quality health care that meets national standards
- be cared for in an environment that makes you feel safe

### Access

You have a right to access healthcare services and treatment that meets your needs.

We offer public or private care. Public care is paid for by the government. If you have private health insurance, you may choose private care.

### Privacy

You have a right to have your personal privacy respected and information about you and your health kept secure and confidential

### Feedback

You have a right to:

- provide feedback or make a complaint without it affecting the way you are treated
- have your concerns addressed in a open and timely way
- share your experience and participate to improve the quality of care and health services.

## What we expect of you

### Respect

We expect you to treat our employees, patients, carers, families and visitors with respect and dignity.

### Information

Please tell us everything you know about your health. This might include:

- your medical history
- any medicines you are taking
- complementary therapies
- family and social supports
- how you feel in yourself
- lifestyle and cultural beliefs

If you can't speak for yourself, you can ask someone to help you.

### Partnership

Please participate in your treatment. This means asking questions, discussing options and making choices about your treatment and care.

### Safety

We expect you to treat our facilities with care and to keep them clean and safe. We ask you to follow rules and instructions. We ask you not to smoke while you are at any of our facilities.

### Privacy

We expect you will respect the privacy of others