



Patient Health Charter

Rights and Responsibilities

As a patient of our clinic, you are the reason we exist. Our primary responsibility is caring for you

YOUR RIGHTS

1. To access our clinic to address your healthcare needs
2. To receive safe and high-quality health services provided with professional care, skill and competence.
3. To be shown respect for your culture, beliefs, values and personal characteristics.
4. To receive open, timely and appropriate communication about your health in a way you can understand.
5. To make your own decisions and choices about your care and healthcare planning.
6. For your privacy and personal health information to be maintained.
7. To provide comment, feedback or complain about your care and have concerns dealt with properly and promptly.

YOUR RESPONSIBILITIES

1. To tell us and your clinician about your illnesses and hospital visits, symptoms, medications, allergies and other health related matters.
2. To tell us and your clinician about any cultural beliefs and requirements.
3. To treat all people you meet in the centre (clinicians, staff, volunteers, patients, their families) with care, dignity and consideration.
4. To ask questions and talk to your family before making any decisions about your health care if relevant.
5. To respect the confidentiality and privacy of others.

To provide feedback positive, negative or constructive please contact us via

- Practice Manager email manager@rutledgemc.com.au or Ph 6297 2122
- Complete the online feedback form on our website www.rutledgemc.com.au
- The manager will forward to the relevant party
- Leave a message with reception for a call back