

Client Rights & Responsibilities

YOUR RIGHTS

As a client of North Richmond Community Health Centre you can expect:

- Access to health care, regardless of ability to pay
- The right to be assessed for access to services without discrimination
- Quality health care as promptly as possible
- To be treated with courtesy and respect
- The right to involve an advocate of your choice
- Adequate information on all aspects of services and treatment provided in terms that you understand
- Participation in the decision-making which affects your health care
- The right to consent to or refuse treatment
- The right to choose from available alternatives
- The right to consent to or refuse to participate in educational or research programs
- To have the diverse nature of your needs recognised
- The right to request an interpreter
- Culturally sensitive health care
- The right to privacy and confidentiality, and access to all personal information kept about you

YOUR RESPONSIBILITIES

In order to help us provide better care we expect that as our client you will:

- Treat the staff with respect and courtesy
- Provide accurate and timely information about your health and well being; choosing not to do this may put your health at risk
- Advise the staff of any changes in your medication or treatment
- Advise us if you are unable to keep an appointment
- Ensure service providers are not at risk while attending to your health care
- Take responsibility for the decisions you make



North Richmond Community Health Centre
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north
richmond
community
health
centre

A consumer guide to

*Using an
Advocate*

WHAT IS AN ADVOCATE?

A person who provides assistance to a client, allowing him/her to actively participate in their assessment & care to ensure the most effective & appropriate health outcome

To achieve this, an advocate may:

- Speak on your behalf
- Help you receive information or services you need
- Serve as a liaison between you and practitioners
- Assist you interpret NRCHC's policies, procedures & services
- Assist with the resolution of a complaint

An advocate WILL NOT:

- Treat or diagnose
- Advocate medical options that offer you false hope
- Support requests that are unreasonable to the attending health practitioners

WHEN TO USE AN ADVOCATE?

An advocate can represent you at any time.

This includes making an appointment, visiting a practitioner, collecting results of tests, making a complaint, or any other part of your treatment and care.

WHO CAN ACT AS AN ADVOCATE?

Anyone can act as an advocate

It is, however, advisable to choose someone:

- That you trust
- Who is familiar with your culture & beliefs
- Who will respect your wishes
- Who has a commitment to your healthcare needs

People commonly used as advocates include:

- A family member or relative
- A close friend
- A neighbour
- A social worker or counsellor

It is your right to change your advocate at any time.

NEED HELP NOMINATING AN ADVOCATE?

NRCHC can assist.

If you are experiencing difficulties finding or nominating an advocate, please talk to your practitioner or reception staff about how we can offer assistance.

EXTRA SUPPORT FOR CLIENTS WITH DISABILITIES

The Office of the Public Advocate represents the interests of Victorian people with disabilities.

They are a statutory agency, which means being independent of government services, and can investigate and speak out about situations where people are exploited, neglected or abused.

As a statutory agency they can investigate problems and, if necessary, use special authority to make enquiries on behalf of people with a disability where there are fears for their safety or concerns about their interests.

They provide daily telephone advice about the rights and services relevant to people with disability. An after hours service is also available in an emergency.

Contact details for the Office of the Public Advocate:

Website: www.publicadvocate.vic.gov.au

Tel: (03) 9603 9500
Toll Free: 1800 136 829
TTY: (03) 9603 9529