

Patient Rights and Responsibilities

You are entitled to a clear explanation, from your Doctor on the following:

- Your condition, problem or disease
- Any planned treatment or investigation OR Any alternative procedures available to you
- Possible side effects or after effects, the chances of success and any serious risk involved

It is in your interests to comply with the prescribed treatment or care and the pre and post-operative instructions. If you do not intend to do this, inform your Doctor or the nurses attending to you at the centre. You will be responsible for your actions if you do not follow the prescribed instructions or refuse any treatment. You should attend the recommended follow-up appointments, or advise those concerned if this is not possible.

You are responsible for the full cost of the services at Liverpool Day Surgery. The Doctor's fees, in general, are partly reimbursed by Medicare. The centre's fee are met by yourself, and is, either in part or fully, reimbursed by your private health fund if you are eligible. Your consent is required before any treatment can commence. By having yourself admitted to Liverpool Day Surgery, you have implied general consent for treatment. For operations, anaesthetics and some diagnostic procedures, your consent needs to be more specific, and for these Liverpool Day Surgery requires your written consent. This should only be signed if you feel suitably informed.

You may withdraw your consent and refuse treatment at any time. Before treatment commences, you are entitled to know in detail the likely costs that may be involved in any treatments or alternatives. You have the right to know the identity and professional status of individuals providing services to you. You are entitled to have the details of your hospitalisation kept confidential by all centre staff unless the law requires otherwise. You have the right to privacy when undergoing any treatment or procedure. You should expect safety and comfort. Resources and support for people with special needs will be provided where possible.

Do not hesitate to speak to us if you are not happy about any part of your treatment at Liverpool Day Surgery. Our Quality Management programme is aimed at making sure that you receive the best possible care. Your comments and suggestions help us achieve this objective.

What you can expect in the care of Liverpool Day Surgery

- You are entitled to be treated with care and dignity
- You are entitled to know what services are available in the centre
- You may request the use of an interpreter service if required
- Before surgery you are entitled to know in detail the likely costs that may occur

In most instances, your Doctor or nurses at the centre will be able to assist you, so tell them first about your problem. Should this be unsatisfactory, you should request to see either the Director Of Nursing or the Administrator. You may submit a written complaint to the Administrator of the centre. The management will investigate your complaint and advise you of the outcome or advise you of your options for further action should you be dissatisfied. These include taking your concerns to the NSW Government Health Care Complaints Commission.

