



Goulburn Valley Health

Public Hospital Patient Charter

The Department of Human Services has introduced a Public Hospital Patient Charter outlining your rights and responsibilities as a health service consumer. Goulburn Valley Health has adopted the Charter, and wishes to add the following information:

- ❖ If you are admitted to Goulburn Valley Health as an inpatient and wish to see a doctor outside normal hospital rounds, please ask the nurse in charge of the ward who will make the appropriate arrangements.
- ❖ If you wish to have a second opinion in relation to your diagnosis and/or treatment, we will do all we can to assist you. Goulburn Valley Health does not always have specialist staff to offer a second opinion. Where you request a second opinion and it is necessary to go outside Goulburn Valley Health, you will be required to pay for any expenses incurred.
- ❖ Goulburn Valley Health endeavours to provide a culturally sensitive service. In order to do this successfully, we need to be aware of your needs. Please tell the nurse in charge of your ward of any special needs you have.
- ❖ If you wish to see your medical record, there are a number of steps that you will need to follow– please talk to the nurse in charge of your ward first. If you wish to see your medical record on discharge, please contact the Freedom of Information Officer in Clinical Services on 5832 2390.
- ❖ When you are admitted to Goulburn Valley Health you can choose to be treated as a public or a private patient. It is important that you understand the differences your choice makes to you, and what fees you might be charged. Generally once you have decided to be admitted as a public or private patient, you cannot change your mind. You can obtain further information from the Finance Office Manager on 5832 2406.
- ❖ If you wish to give any feedback or make a complaint about Goulburn Valley Health, please speak to the nurse in charge of your ward, or to the Community Liaison Officer whose office is located opposite the kiosk. Phone 5832 2258.

RESPONSIBILITIES:

Many things affect your health, such as your medical history, general health, social circumstances and emotional well-being. Doctors, nurses and allied health staff can only provide the most appropriate care if they know all the relevant information about your health and circumstances. You have a responsibility to give your treating team all relevant information when asked about your health. For the best possible health outcome, both you and your treating team need to share information openly if it will influence your treatment, recovery or stay in hospital.

We also ask that you treat all of our staff and other clients with respect.

Further Information

If you would like further information regarding your rights and responsibilities you can contact our Community Liaison Officer on 5832 2258 or the Aboriginal Liaison Officer on 5832 2450.

Further information about the **Patient Charter** is available on the Department of Human Services website at <http://patientcharter.health.vic.gov.au/>

Information about **Mental Health Patient Rights** is available in pamphlet form from Goulburn Valley Area Mental Health Service or on the Internet at: www.health.vic.gov.au/mentalhealth/patientrights/index.htm