

# Patient Rights and Engagement

## 1. Policy and Procedures for the Development, Implementation for Partnering with Patients, Carers and Consumers

Hampton Park Women's Health Clinic ensures patient's rights are respected and the partnering with our patients commences at the time of the first consultation with the specialist.

The success of treatment at Hampton Park Women's Health Clinic depends on the inclusion of the patient in every aspect of their care.

The Quality Procedures (QP) describing the patient clinical pathway demonstrates the ongoing engagement with patients before during and after discharge.

Hampton Park Women's Health Clinic has developed and maintained our systems of partnering with patients through planned management processes such as:

- Strategic and service planning
- Decision making in safety and quality initiatives
- Quality improvement activities
- Risk assessment
- Monitoring and reporting
- Action taken to improve
- Training
- Regular review
- Evidence-base or best practice/screening and assessment tools
- Formalized processes and systems
- Communication with patient, carers and staff

## 2. Patient Charter

### Partnership

Patients, consumers, staff at Hampton Park Women's Health Clinic all have a role in contributing to a safe and high quality healthcare system.

A genuine partnership between patients, consumers and Hampton Park Women's Health Clinic ensures the achievement of the best possible outcomes.

These rights apply to all people in all places where healthcare is provided in Australia.

That charter describes what you or someone you care for, care expect when receiving health care.

I have the right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards

- Be cared for in an environment that is safe and makes me feel safe

#### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected.

#### Partnership

- Ask questions and be involved in an open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision making

#### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so that I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance when I need it to help me understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe.

#### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

#### Feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services.

I have the responsibility to ensure that I:

- Participate and cooperate with an agreed treatment plan or inform staff of my intention to not comply
- Am considerate to staff and other patients, treating them with courtesy and respect
- Provide the relevant information about my health to assist the staff involved in my care, including the possibility of infectious diseases
- Inform staff if I am covered by any special benefits / schemes
- Contribute to a safe and comfortable environment in relation to noise, alcohol, smoking and illicit drugs
- Am able to meet the financial obligations and pay the fees and accounts for which I am responsible

For more information consumers will be directed to ask a staff member or visit:

[safetyandquality.gov.au/yourrights](https://safetyandquality.gov.au/yourrights)

### **3. Consumer Engagement**

Hampton Park Women's Health Clinic staff ensure all patients are given printed information about the Centre and their care. All patient information brochures are controlled and are updated as required.

Patients are asked to participate in reviewing any patient information and brochures via the form QF-02-04 consumer review form.

A consumer information brochure is available in the waiting room.

A consumer notice board is in the clinic and displays information that is relevant to consumer care.

The Hampton Park Women's Health Clinic website contains information for all consumers and continues to be expanded to include the most relevant content. The centres bi=laws are available on the website for consumers to view.

Consumers participate in multiple surveys. The centre has employed the Australian Commission on safety and quality in HealthCare's official Patient experience survey QF-02-05. We also utilise our own patient survey QA-02-03, reports are generated from this and presented to consumers as well as EMC and staff.

Patients experiences are also documented via the patient stories form QF-02-09. An invitation to participate is extended to the consumer via QF-02-08 participant invitation, they then receive information via QF-02-07 patient and carer stories participant information, if they are willing to proceed the sign a consent QF-02-06 patient interview consent.

A consumer participant attends meeting with the DON and Medical Director (where able). The consumer will receive orientation to the process and centre prior to the meeting.

During this meeting the consumer will review the following and there input will be asked:

- Credentialing and re-credentialing processes
- A staff file of a person that has been credentialed
- Staff training and education plans
- Centre hand hygiene statistics
- Centre Aseptic technique statistics
- Centre clinical indicators
- Patient satisfaction surveys
- Patient complaints
- Any proposed changes to the design of the clinic

#### **4. Advocacy**

Patient brochures and posters on how to access advocacy services will be made prominent.

#### **5. Informed consent**

The process and details of obtaining informed consent policy at Hampton Park Women's Health Clinic is described in detail in QP-01-15 Booking & Pre-Admission and QP-16-02 Consultation Procedure.

The compliance and assessment of the processes for informed consent are reviewed through internal surveillance and audits and external audits. The Service Exception System is used to document the process and action taken to reduce any identified risk.

Hampton Park Women's Health Clinic has developed and maintained our system of informed consent through planned management processes such as:

- Development and implementation of patient information sheets
- Patient Consent Form specific to procedure-included in Admission Packages stored in Medical Wizard
- Patient discharge information sheet
- QF-02-01 Patient Feedback Form & QA-02-02 Patient Information Survey monitors patient feedback

The informed consent process is audited annually as per R-01-01 Quality Schedule & Register using QA-1-02 Consent Audit.

## **6. Medical Record - Security and Storage**

The process and details of managing the medical record policy at Hampton Park Women's Health Clinic is described in detail in QP-01-06 Managing the Medical Record.

The compliance and assessment of the processes for managing the medical record including security and storage are reviewed through internal surveillance and audits and external audits.

The Data Reporting System is used to document the process and action taken to reduce any identified risk.

## **7. Privacy**

### Patient Privacy

Hampton Park Women's Health Clinic takes patients privacy very seriously, particularly in light of the sensitivity nature of the procedures performed.

It is the policy of Hampton Park Women's Health Clinic that all efforts will be made to maintain patient privacy while attending the centre and all records are kept securely in accordance with privacy principles.

Hampton Park Women's Health Clinic endeavors to inform patients of their rights by providing a copy of the privacy policy to patients upon to admission to the Clinic. This information is also available on the website [www.hpwh.com.au](http://www.hpwh.com.au).

### Privacy Compliance

Hampton Park Women's Health Clinic is bound by the National Privacy Principles (Privacy Act 1998, as amended). Hampton Park Women's Health Clinic deals with personal information in accordance with such principles.

The National Privacy Principles can be obtained through the website of the office of the Federal Privacy Commissioner (<http://www.privacy.gov.au>).

## 8. Information Collected by Hampton Park Women's Health Clinic

### Patient Information

Hampton Park Women's Health Clinic holds the following information with respect to its patients.

- Name
- Personal address
- Postal address
- Next of Kin
- Telephone number
- Fax number
- Date of birth
- E-mail address
- Medical History
- Treatment plan and treatment details

The purpose of the above information is to assist the Staff – both Medical and Administrative to carry out the operation of the hospital which is dedicated to the care and general welfare of patients referred to the facility for treatment.

The purpose of the above information is to enable the facility to effectively treat patients

## 9. How does Hampton Park Women's Health Clinic use information?

### Manner of Collection

Information is collected from patients through the provision of that information on their behalf by their treating practitioner or directly from the patient.

### Storage and Data Protection

Personal information about patients is contained in a hard copy medical history electronic information concerning patients is stored securely on the server.

Hard copy and electronic records are only accessible to personnel of the facility who require access to such personal information for the purpose of carrying out their duties. All personnel have signed Privacy and Confidentiality statements binding them to comply with the National Privacy Principles.

## 10. No Mail Alert

Hampton Park Women's Health Care uses a NO MAIL Alert System.

Patients requesting **NO MAIL TO BE SENT TO HOME ADDRESS** please follow the guidelines below.

1. Clearly mark all admission paperwork with **NO MAIL TO BE SENT TO HOME ADDRESS**

2. Pathology labels need to have Patients name, DOB and Medicare number. Please ensure ADDRESS IS OMITTED FROM THESE LABELS.
3. Document clearly on Pathology slip also NO MAIL TO BE SENT TO HOME ADDRESS. Use a highlighter to ensure this statement is easily identified.
4. NO MAIL ALERT added to electronic patient record, ensure request for NO MAIL is highlighted when staff access the file

## **11. Access to records**

Patients of the Clinic may request access to personal information by completing QF-01-04 Release of Information form and providing a copy of photo ID to match that provided at time of admission. Alternatively they can apply by email to DON at don@hpwh.com.au.

Persons entitled to access do not have to provide a reason for requesting access

Applications should be forwarded to:-

Director of Nursing  
Hampton Park Women's Health Clinic  
2 - 4 Warana Drive, Hampton Park 3976  
Ph.: 9799-2817  
Email: don@hpwh.com.au

If a person believes that information held by the Centre is incorrect, incomplete or inaccurate they may request amendment of that personal information. The Centre will consider if the information requires amendment. If the Centre does not agree that there is any grounds for amendment it will, if the person seeking the amendment requires, place with that person's personal information, a statement from that person as to why the information is not accurate or up to date.

If patients wish to obtain access to or wish to notify any changes to their details kept at the Centre, they should contact the DON for a copy of the protocol and the forms for carrying out these functions.

## **12. Patient feedback mechanism**

### Patient Surveys

All patients are asked to complete a patient survey prior to discharge. Adverse comments received are acted upon immediately by the DON and the Practice Manager. The patient feedback data is collated and reviewed using R-02-01 Consumer Feedback & Participation. The results of patient feedback are presented at the EC-Executive Committee for action if required.

## **13. Consumer Participation**

Consumer participation commences at the time of the first consultation with the specialist. The nursing staff conduct an informal pre admission assessment over the phone for every patient admitted to Hampton Park Women's Health Clinic.

The success of treatment at Hampton Park Women's Health Clinic depends on the inclusion of the patient in every aspect of their care.

The QP's (Quality Procedures) describing the patient clinical pathway detail the ongoing engagement with patients before during and after their discharge.

The compliance and assessment of the processes for consumer participation are reviewed through internal surveillance and audits and external audits. The Service Exception System is used to document the process and action taken to reduce any identified risk.

#### **14. Post Discharge Follow up**

The process and details of post discharge follow up policy at Hampton Park Women's Health Clinic is described in detail in QP-16-05 Discharge Procedure.

The compliance and assessment of the processes for post discharge follow up are reviewed through internal surveillance and audits and external audits. The Data reporting System is used to document the process and action taken to reduce any identified risk.

Hampton Park Women's Health Clinic ensures that all patients are given clear discharge instructions detailing post admission care and contact details for follow up emergency care if required. An escort must sign the patient out upon discharge.