

Under Sir Charles Gairdner Hospital's Code of Conduct, we are committed to respecting the rights of patients under the Public Patients' Charter.

As a public patient you are entitled to:

1. Free public hospital services.
Australian residents and visitors from some countries have the right to be given a choice to receive public hospital services as a private patient or free of charge as a public patient.
2. Treatment in order of need.
You have the right to receive quality service on the basis of clinical need regardless of whether you are a public or a private patient.
3. To be treated with respect and dignity.
All patients have the right to be treated with respect, dignity and consideration for privacy and special needs.
4. Access to services throughout the state.
You have the right to have access to a basic range of hospital services wherever you live in Australia. If the services you need cannot be provided at your local hospital you will be referred to a centre where they are available.
5. Explanation of treatment and consent before being treated.
Before agreeing to the treatment you have the right to have the planned treatment clearly explained to you in terms you

can understand, including possible risks and alternatives. An interpreter can be provided free of charge for speakers of languages other than English.

6. A second medical opinion.
In Western Australia all patients have the right to seek a second medical opinion. Where possible hospital management will assist you to obtain a second medical opinion, subject to the nature of your illness, your location and the availability of alternative practitioners.
7. Advice on care when you leave hospital.
You have the right to be given information about your continuing health care before you leave hospital.
8. Confidentiality and access to your medical records.
You have the right to see your medical records, subject to some legal provisions, and to have personal information kept confidential.
9. Consent before being involved in training or research.
You have the right to agree or to refuse to take part in the training of health professionals and in medical research.
10. A simple procedure for making complaints.
You have the right to comment on or complain about the health care you receive and to be given information about how to make a complaint.



Delivering a Healthy WA

Do You Have a Complaint?

We would like to know if you are dissatisfied with any aspect of service provided by our Hospital.

We would like to know.



This information can be provided in alternative formats.

Please ask Patient Liaison Service staff for assistance.



Sir Charles
Gairdner Hospital

How to make a complaint

- You may wish to discuss your complaint directly with the staff involved, or ask to speak to a more senior person.

Or

- You can contact the Patient Liaison Service

Complaints can be lodged by telephone, in person or in writing.

You can lodge a complaint on someone's behalf - but that person will need to sign a consent form before we can tell you about the outcome of the complaint.

What we need to know

It would be helpful if you could provide us with details such as:

- What occurred
- The date/time (if possible)
- What you would like to see happen as a result of lodging your complaint.

How to contact us:

Patient Liaison Service
Third Floor A Block
Sir Charles Gairdner Hospital
NEDLANDS WA 6009

T 9346 2867
F 9346 4573

SCGHPatientLiaisonService@health.wa.gov.au

What happens next

- Your complaint issues will be documented. This documentation is not included in your medical record.
- Your complaint issue/s will be thoroughly investigated. This process may take up to six weeks. The Patient Liaison Service will keep you informed of the progress of your complaint.
- Once the investigation is completed, you will be sent a letter detailing the findings and any intended actions
- You can request a meeting to discuss the outcome of you complaint.

Lodging a complaint will not impact on any future care or treatment you may receive at this hospital.

If you require advocacy and support with the complaint process you can contact The Health Consumers' Council. Their telephone number is 9221 3422 or Freecall 1800 620 780

FeedBack

If you would like to make a comment on, or suggestion about your visit to the hospital, please complete a Comments and Suggestions brochure, or telephone the Patient Liaison Service. A member of staff will be happy to assist you

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

- Tell hospital staff about your medical history and that of your family.
- Tell staff about treatment or medication you were receiving when admitted to hospital.
- Tell staff about any change in your condition or any problems you may have with your treatment.
- Let hospital staff know about any special needs you have particularly any cultural or religious needs.
- Be courteous and respect the role of hospital staff. Where people behave aggressively and hospital staff feel threatened they have the right to withdraw care.
- Follow treatment instructions or let hospital staff know if you cannot or do not wish to do so.
- Tell hospital staff if you need more information or if there is anything you do not understand or are worried about.
- Try to keep appointments and let hospital staff know if you are unable to do so. Know that hospitals have a special role in training health care professionals. Your treatment may provide an opportunity for such training.