

Patient rights & responsibilities

St John Ambulance volunteers are ordinary people doing extraordinary things—people with a commitment to practical and compassionate caring.



As a patient you can expect:

- best practice first aid care
- safety and comfort
- privacy legislation to be followed
- to be treated with respect and dignity
- to receive information about your first aid and ongoing care options
- the right for another opinion regarding your first aid care
- to be provided with a record of your first aid care.

As a patient you are responsible for:

- providing, to the best of your knowledge, accurate health information to assist us in treating you
- asking questions if there is something you do not understand
- following the instructions of St John personnel for the safety of yourself and others
- showing consideration for other patients, and St John personnel and property.

St John personnel and patients are entitled to work and be cared for in a safe environment—violence and verbal abuse will not be tolerated.



St John Ambulance Australia endorses the use of 'My healthcare rights', the [Australian charter of healthcare rights](#) © Australian Commission on Safety and Quality in Health Care.



My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

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

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a 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 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 I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to 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

Give 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



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights