

Hospital Toolkit

Know your Healthcare Rights

The hospital toolkit is a list of resources you should have in place, should you need to present to a hospital.

If you feel you are deteriorating (getting worse) and need to present to your local hospital
here are some tips for you and your family

- Advise the hospital/treating team that you want Vitamin C infusion as part of your care plan.
- Advise the hospital that you require a two-party medical team. This is where you are given a doctor by the public hospital, however you can ask to have a visiting medical officer or a second public hospital doctor review your care plan.
- You have the right to choose what your care plan looks like. Regardless of what a medical practitioner says or what the hospital administration say, you have the right to make decisions about your own care plan.
- If you are having difficulty with the hospital or any practitioner you can ask to speak to the "Consumer Advisor." This person is an advocate and an intermediary between you and your health care.
- If you are still having issues with a hospital or healthcare practitioner you can get in touch with the Health Complaints Commissioner in your state.
 - ACT Human Rights Commission, Health Services Commissioner www.hrc.act.gov.au
 - NSW Health Care Complaints Commission www.hccc.nsw.gov.au
 - NT Health and Community Services Complaints Commission www.hcsc.nt.gov.au
 - QLD Office of the Health Ombudsman www.oho.qld.gov.au
 - SA Health and Community Services Complaints Commissioner www.hcsc.sa.gov.au
 - TAS Health Complaints Commissioner www.healthcomplaints.tas.gov.au VIC Office of the Health Services Commissioner www.health.vic.gov.au/hsc
 - WA Health and Disability Services Complaints Office www.hadsc.wa.gov.au
- Know your Healthcare Rights (you can watch them here Australian Charter of Healthcare Rights 2019 - Live launch - https://youtu.be/TcweA_EUHgA)
 - A right to health care
 - A right to safe and high quality care
 - A right to be shown respect, dignity and consideration
 - A right to be informed about services, treatment options and costs in a clear and open way.
 - A right to be included in decisions and choices about care
 - A right to privacy and confidentiality of provided information
 - A right to comment on care and having concerns addressed