

Privacy

- Have your personal privacy respected
- Have information about you and your health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that you are treated
- Have your concerns addressed in a transparent and timely way
 - Share your experience and participate to improve the quality of care and health services at Sunshine Private Hospital



Contact Us



1800 600 978



www.sunshineprivate.com.au



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YOUR HEALTHCARE RIGHTS



As a patient at Sunshine Private Hospital you have the right to:

Access

- Healthcare services and treatment that meet your needs

Safety

- Receive safe and high-quality healthcare that meets national standards
- Be cared for in an environment that is safe and makes you feel safe



Information

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

Respect

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

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with your healthcare provider to the extent that you chose and are able to
- Include the people that you want in planning and decision-making

