

| CLIENT RIGHTS | CLIENT RESPONSIBILITIES |
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| <p><i>As a client you have the right to:</i></p> <ul style="list-style-type: none"> • Be treated with dignity and have your beliefs, cultural and religious practices respected. • Expect quality and respectful health care from appropriately trained and experienced staff. • Privacy during consultation and all information concerning you to be treated confidentially. • Adequate information on services and treatment options explained in a manner that you understand. • Make informed decisions about your health care and consent to or refuse any assessment or treatment (including educational and research projects and treatment from students). • Have an advocate present at a consultation (e.g. friend, family member, interpreter). • Know that only internal staff members involved in your care, and third persons for auditing purposes, can read your health record. Therefore information can only be disclosed to other agencies with your consent. • Access your health record except where information being disclosed is expressly prohibited by law (where a child may be at risk, or when an individual is considering harming themselves or others). • Provide feedback or make a complaint about the service you receive and expect that it will be investigated fairly, and that it will not impact on your continued access to the service. | <p><i>As a client it is your responsibility to:</i></p> <ul style="list-style-type: none"> • Show consideration to staff who have many demands placed on them. • Respect the privacy of others attending the service, and keep in confidence any information shared by group members in programs conducted by the service. • Provide complete and accurate information necessary for the provision of advice and care by the health professional attending your needs. • Carry out agreed treatment/therapy programs and seek clarification if you do not understand what is expected of you. • Accept the consequences of any decision you make not to adhere to advice. • Notify the health professional of dissatisfaction with the service so that appropriate action may be taken. • Keep appointments or give early notification of cancellations. <p><i>WCHS staff have the right to:</i></p> <ul style="list-style-type: none"> • Be treated with respect and courtesy. • See other clients if you are late for your appointment. • Refuse a service to any individual who abuses or threatens staff or other clients. • Place a client back on the waiting list if they consistently miss appointments without proper notification. |

