

Your Rights

We want to work together with you so that you receive the best healthcare possible.

When you're in our care, you have the following rights:

- to be treated fairly, with dignity and respect
- to make your own decisions about your care and treatment
- to be able to change your mind about aspects of your care
- to be asked for your consent (verbal or written) before we carry out any treatment or procedure. *(We may take into account the views of your family or whānau if you are not able to communicate with us)*
- to have your cultural needs respected
- to be made aware of the choices you have for your treatment, including the benefits and risks involved. *(In medical emergencies this may not always be possible)*
- to be communicated with in a way that you understand. To be offered an interpreter, if necessary
- to have all treatments, tests or procedures clearly explained to you
- to have your personal information kept confidential
- to have a family member or support person accompany you. *(For safety reasons this may not always be possible).*

These rights also apply if you are asked to take part in a research study or teaching session for training staff.

These rights are based on the **Code of Health and Disability Consumer's Rights**. A full copy of these rights is available on the Health and Disability Commissioner's website: www.hdc.org.nz.

Your privacy

To care for you in the best way possible our doctors, nurses and other health professionals directly associated with your care need to view your health information. Other Te Toka Tumai staff may need to view your information for administration, quality improvement activities, teaching and in some cases for medical research.

We will always:

- keep your personal information confidential
- let you view your records
- acknowledge your request for corrections to your records
- acknowledge your request not to release your information.

Your health information may be disclosed to another health provider involved in your treatment or where authorised by law. For further information about the privacy of your information, call and speak to the Te Toka Tumai Auckland Privacy Officer on: (09) 367 0000.



We value your feedback

If you have a concern or complaint about the service or care that you or a family member received at Te Toka Tumai Auckland, please let us know straight away. You can either speak to those providing your care, or the charge nurse or midwife on the ward or clinic where you are treated. If you feel uncomfortable talking to these people, or you aren't satisfied with their response, please contact our Consumer Experience team:

- ▶ feedback@adhb.govt.nz
- ▶ (09) 375 7048
- ▶ Consumer Experience team, Te Toka Tumai Auckland, Private Bag 92024, Auckland

We always like to hear when members of our team have exceeded your expectations. If you would like to comment on the service you received or compliment a member of our staff, please contact the Consumer Experience team directly or leave a comment on our Facebook page.

- ▶ Facebook: Te Toka Tumai

What to do if you are not happy with our complaints process

If you are not happy with how your complaint was handled, please contact the Health and Disability Commissioner on: 0800 112 233 or complete the online form on the Health and Disability Commissioner's website at: www.hdc.org.nz

You can help us by:

- Being actively involved in your treatment and care.
- Telling us when you support your agreed treatment.
- Sharing with us any information that will help us with your care and treatment.
- Being sensitive to the needs and privacy of others in our care.
- Being respectful to our staff and our property.
- Respecting our no-smoking policy.

Large Print

If you would like this information in large print, please ask a member of the Te Toka Tumai team or visit our website: www.adhb.govt.nz