

# Mater Patient Charter

## A Guide for Patients, Carers and Families

This Charter of Healthcare Rights describes what you or someone you care for can expect when receiving health care. These rights apply to all people in all places where healthcare is provided in Australia. At Mater we are committed to providing safe, high quality, patient-centred care. We will support you to understand and exercise your healthcare rights, your goals of care and what matters to you.

This Charter also outlines how you or someone you care for can provide feedback, access personal health information or raise concerns about your care or immediate safety (PACE). Mater Patient Charter - Everyone who is seeking or receiving care in the Australian health system has certain rights and responsibilities regarding the nature of that care.

## Mater Mission

In the Spirit of the Sisters of Mercy, Mater offers compassionate service to the sick and needy, promotes a holistic approach to healthcare in response to changing community needs and fosters high standards of health-related education and research. Following the example of Christ the Healer, we commit ourselves to offering these services to all, without discrimination. We believe staff, patients, families and carers all have a mutual responsibility to treat each other with respect and dignity – a basic right of every person.

## Your safety, our priority – Patient and Carer Escalation (PACE)\*

### Step 1

Speak to your nurse or doctor, who will listen and respond to your concerns. If you are dissatisfied with the response and are still concerned, move to step 2

### Step 2

Ask to speak to the nurse/midwifery team leader or nurse/midwifery unit manager. If you are dissatisfied with the response and are still concerned, move to step 3

### Step 3

- Activate a PACE
- Call 555 from a bed side phone or call 07 3163 8555
- Tell the operator "I am using PACE", your name, ward, bed number, and doctors name (if known)
- A senior member of staff will see you within 10 minutes

	Access	Safety	Respect	Partnership	Information	Privacy	Financial information	Give Feedback
I have a right to:	Healthcare services and treatment that meets my needs	Receive safe, high-quality health care in an environment that makes me feel safe and meets National Standards. Raise concerns about my safety through PACE (see over).	Be shown respect, dignity, and consideration. Have my culture, background and beliefs and choices recognised so staff can respond to my needs and preferences and accept in some circumstances this may not be possible.	Be included in decisions and choices about my goals of care and what matters to me. Ask questions and be involved in open and honest communication. Request others be included in planning my care and decision making. Choose to not accept the advice provided to me. Regardless, I will be supported to make the healthcare decision that I consider is best for me.	Be informed about my condition, services available, the possible benefits and risks of different tests and treatment options so I can give my informed consent. Receive support with accessing my health information. Receive open and honest communication in the event of a clinical incident which may occur during my health care journey. How it happened, how it may affect me, and what is being improved to make care safe.	Have my personal privacy respected. Have my personal information kept secure and confidential.	Be informed about costs and charges that may occur as part of my treatment or hospitalisation	Comment on my care and to have my concerns addressed and responded to in a transparent and timely way without it affecting the way I am treated. Raise concerns about my safety through PACE (see over).
I have a responsibility to:	<ul style="list-style-type: none"> <li>• tell Mater about any change to my personal details, including address, my GP details, or contact details.</li> <li>• keep my appointments or notify Mater if I am unable to attend.</li> <li>• be aware that I may have to wait for attention at times if staff are attending to other patients.</li> <li>• understand that some services I require may not be available at this hospital location and that staff will provide more information about this if required,</li> </ul>	<ul style="list-style-type: none"> <li>• provide accurate information about my health and anything else that may impact my care (including alternative/complementary therapies).</li> <li>• inform staff of changes I notice in my medical condition.</li> <li>• inform staff if I have concerns regarding any aspects of my care.</li> </ul>	<ul style="list-style-type: none"> <li>• recognise Mater is a diverse community where everyone is treated with respect and dignity.</li> <li>• respect other patients and staff, e.g. by limiting noise and the number of visitors.</li> </ul>	<ul style="list-style-type: none"> <li>• discuss my concerns and decisions with my healthcare provider, e.g. if I do not wish to continue treatment, I am unable to accept/comply with treatment advice offered, or I intend to discharge myself against medical advice. Once I am made aware of the implications, I accept responsibility for the consequences of my decision.</li> </ul>	<ul style="list-style-type: none"> <li>• ask questions so I can be informed about my medical condition, my goals of care, and treatment options before giving my consent to any treatment.</li> <li>• be as open and honest as I can and ask for more information if I do not understand.</li> <li>• tell staff if English is not my first language so I can be given access to an interpreter in person or by phone.</li> </ul>	<ul style="list-style-type: none"> <li>• accept that my health information may be shared with healthcare providers and other agencies as authorised by law.</li> <li>• ask for my recorded health information to be corrected if it is inaccurate.</li> <li>• respect the privacy and confidentiality of others.</li> </ul>	<ul style="list-style-type: none"> <li>• understand that while some expenses are covered by Medicare, if I activate my private health insurance cover or opt to self-fund, I may choose my doctor, my hospital and convenient appointment times, potentially avoiding longer waits.</li> <li>• understand that if I elect to be a private patient, I will be given information about costs and I will be responsible for paying my attending doctor/s and other relevant charges.</li> <li>• understand that if I am not covered by Medicare (e.g. I am an overseas visitor) I will be responsible for payment of all relevant fees and charges.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform staff if I have a problem, concern or worry about my care and my safety so they can respond.</li> <li>• raise concerns about my care with the treating team.</li> </ul>

### Giving a compliment

Everyone enjoys receiving positive feedback, and we are no exception. If you have received exceptional service, we would love to hear about it.

### Making a complaint

If you are unhappy with any aspect of your care, please let us know so we have the opportunity to set things right.

To give a compliment or make a complaint, please follow the steps below:

- Discuss your feedback with the person/s caring for you
- Request to speak to the manager of the ward/unit area

If you do not believe we have resolved your complaint, you can contact the Office of the Health Ombudsman. This is an independent body and can be contacted on 131 OHO (131 646) or [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

[mater.org.au](http://mater.org.au)

### Patient Experience Survey

If you provided consent and your email address on the Patient Declaration and Consent form, you will receive an online survey that uses the Australian Hospital Patient Experience Question Set to tell us about your experience at Mater.

### Help Mater to improve with consumer involvement

We need your help to design better ways to provide healthcare, to comment on our policies and procedures, measure and evaluate how we are doing, and make decisions about our future. If you are interested in volunteering your time as a member of Mater's Community of Consumers, please email [consumers@mater.org.au](mailto:consumers@mater.org.au)

### Accessing personal health information

For issues relating to health information collection, access to records or correction of records, contact the Mater Privacy Coordinator via.

**Telephone** 07 3163 2666

**Fax** 07 3163 8104

**Mater Switchboard** 07 3163 8111

**Email** [privacycoordinator@mater.org.au](mailto:privacycoordinator@mater.org.au)

You may also contact the Office of the Privacy Commissioner on 1300 363 992 or [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

