

Clients' right and responsibilities

Including information on privacy, protection of your health records and comments/complaints process.

As a client of Inner East Community Health Service (IECHS) incorporating:

Yarra Health Services	— Richmond
Boroondara Community Health Service	— Hawthorn
Craig Community Health Service	— Ashburton

You have rights and responsibilities. This brochure will help you understand what you can expect from IECHS and its staff. This document applies to all people who access IECHS services.

Inner East Community Health Service (IECHS) policy

Inner East Community Health Service clients have the right to expect a professional and confidential service and the right to expect that information relating to them is managed appropriately.

This is in accordance with the privacy standards set by the Victorian Government, the Department of Health and in line with the Health Records Act and Privacy Act. It is the responsibility of all IECHS staff and contractors to respect and maintain client confidentiality in accordance with the above legislation.

INNER EAST COMMUNITY HEALTH SERVICE:

Yarra Health Services 283 Church Street Richmond
Boroondara Community Health Service 378 Burwood Rd Hawthorn
Craig Community Health Service 7 Samarinda Ave. Ashburton

As a client of IECHS you have the RIGHT to:

- be treated politely and with consideration;
- receive quality health care based on recognised standards, practices and ethics;
- clear information about available services;
- clear explanations about managing and preventing health problems;
- make an informed choice about appropriate treatment options and to consent to, or refuse, any assessment treatment;
- have personal information kept confidential;
- to have an advocate present (friend, family member, interpreter) at a consultation;
- access an interpreter;
- to have access to your health record on application;
- expect complaints to be investigated and resolved;

As a client of IECHS you have the responsibility to:

- be polite and considerate to staff and other clients;
- respect the privacy of others attending the service;
- give the service provider complete and accurate information to receive the best care;
- make every effort to keep appointments or contact the service if you cannot attend;
- follow directions given for care and report any changes in your health condition.
- If you do not understand what the service provider has told you ask for more information about your care or the service.

Comments/Complaints Process:

IECHS welcomes any feedback from clients. Located at all our reception desks are 'feed back' / 'complaint forms'.

Complaints will be investigated and responded to in the shortest time possible.

If you are not satisfied with the response to a complaint, clients are encouraged to contact the Health Services Commissioner - telephone 8601 5222 or free call 1800 136 066.



CONSUMER RIGHTS AND RESPONSIBILITIES

Any other questions:

Please talk to one of our staff if you have any other questions about what is contained in this brochure or about what happens to your information while you are our client.

Boroondara Community Health Centre
378 Burwood Road
Hawthorn 3122
Tel: 9818 6703
Fax: 9818 6714

Craig Community Health Centre
7 Samarinda Avenue
Ashburton 3147
Tel: 9885 6822
Fax: 9885 6844

Yarra Health Services
283 Church Street
Richmond 3121
Tel: 9429 1811
Fax: 9425 9551

Sir Eric Pearce House (Aged Care Facility)
273 Church Street
Richmond 3121
Tel: 9427 1404
Fax: 9427 1543