

Your rights at the hospital

Austin Health



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

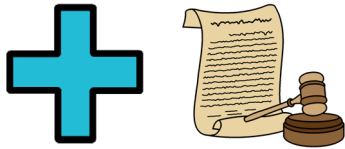
- read this book
- know what this book is about
- find more information.



We will write contact information at the end of this book.

About this book

This book is from Austin Health.



This book is about your **rights** at our hospital.



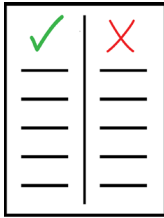
Rights are the things you should be able to

- get
- have
- do.

What are your rights?



People with disability have a right to get safe healthcare like everyone else.



Our hospital has rules to make sure you get the healthcare you need.



All staff at our hospital **must** follow the rules.



Our staff includes

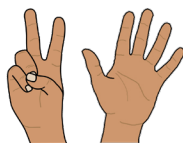
- doctors and nurses



- therapists



- reception workers.



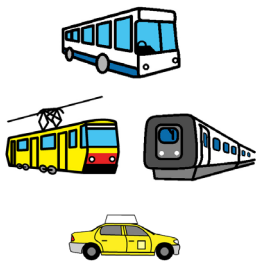
You have 7 important rights at our hospital.

1. The hospital must be accessible



You have a right to get the healthcare you need in a way that works for you.

Getting to the hospital



You can ask your healthcare team to help you find the best transport option.

You can bring a **support person** to the hospital.



A support person can be

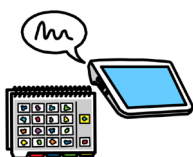
- a family member



- a friend



- a paid support worker.



You can bring other things you need for support. For example, a communication device.

Inside the hospital



We will do what we can to help you

- move around

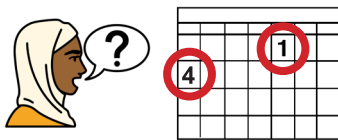


- communicate.

Your appointment



You have a right to get your appointment when and where it is best for you.



You can ask your healthcare team about different appointment times.



We will try to find a time that works for you.

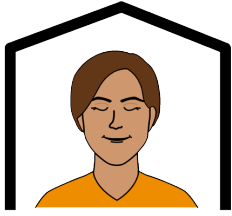


You can ask for a **telehealth** appointment if you **cannot** come to the hospital.



Telehealth is when you use a phone or computer to meet your health professional.

2. You have a right to be safe

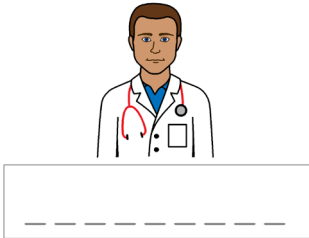


We will help you stay safe at the hospital.

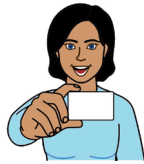


You have a right to ask people who care for you at the hospital to

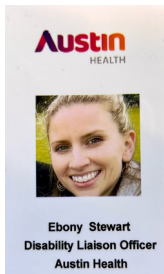
- wear a face mask



- tell you their name



- show their **ID badge**.

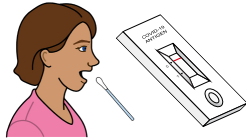


An ID badge is a name card for all staff at the hospital.

You will know that someone works for us if the Austin Health logo is on their ID badge.



The government checks that every service and treatment at our hospital is safe.



To keep you and others safe you may need to

- do a COVID-19 test before you arrive



- answer health questions when you arrive



- wear a face mask at the hospital.



Your healthcare team will tell you what rules you need to follow.

3. You have a right to get respect



Respect means we understand that everyone is important.



You have a right to tell us what is important to you.



Our hospital staff **must**

- be polite to you



- listen to you



- give you healthcare that respects your culture



- make you feel safe.

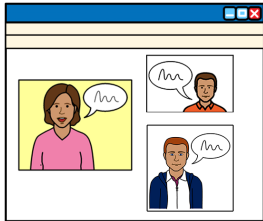


You **must** also be polite to our hospital staff.

At your appointment



You can bring a support person to your appointment.



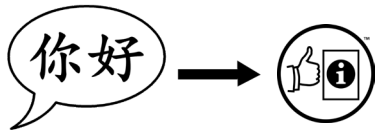
Your support person can join your appointment on a video call if you like.



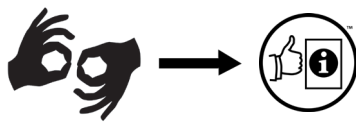
You also have the right to ask for an **interpreter**.

An interpreter is an expert who gives your message from one language to another.

For example



- Chinese to English



- Auslan to English.

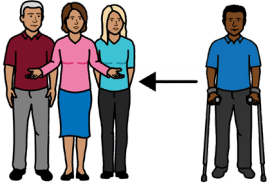


The interpreter can help us understand what is happening to you.



We will always help you to

- communicate and understand



- feel like you belong

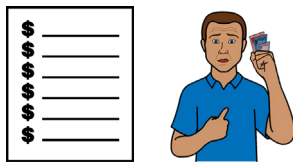


- make your own choices.

4. You have a right to understand



People at the hospital **must** talk to you in a way that you can understand.



Before you say **yes** to treatment you should know

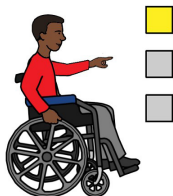
- how much it costs



- what the risks are



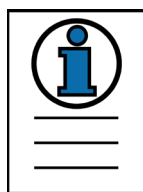
- how long it takes



- what other options there are.



You have a right to ask questions.



You can ask to get information on paper.



You can ask for more time to think.



You can ask to get information as a voice message if it is easier for you.



If you do **not** understand something you can ask the person to say it again in a simple way.



We will tell you if there are any changes.



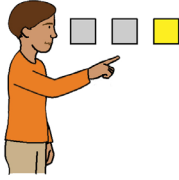
If there is any problem

- you have a right to know



- we **must** tell you what we will do about it.

5. You have a right to make your own decisions

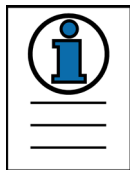


The health care workers at the hospital should let you make your own decisions.



Before you say **yes** or **no** you can ask

- for more time

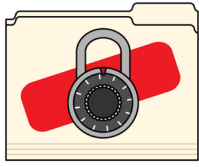


- for more information



- to speak to your support person first.

6. Your information is private



Private means we do **not** give your personal data to other people unless you say **yes**.

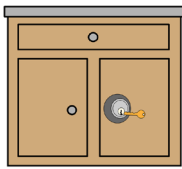


Personal data includes information about

- your disability



- your health.



The hospital **must** keep your personal data in a safe place.



You can ask us to show you what personal data the hospital has about you.

7. You have a right to give feedback



Feedback is when you tell us what you think about our hospital and care.



You can tell your healthcare team what you are

- happy about



- **not** happy about.



If you need help to talk to your healthcare team contact our **Disability Liaison Officer**.

The Disability Liaison Officer helps people with disability.



You can also give feedback to our **Patient Experience Team**.

The Patient Experience Team can help if you have any problems at the hospital.



Contact us

Disability Liaison Officer



Call 03 9490 7620

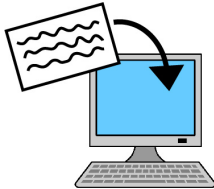


Website austin.org.au/disability-liaison

Patient Experience Team



Call 03 9496 3566



Email feedback@austin.org.au



Website austin.org.au/feedback



If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website accesshub.gov.au/nrs-helpdesk

Give the relay officer the phone number you want to call.

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