

Northern Australia Primary Health Limited

Statement of Healthcare Rights

The Northern Australia Primary Health Limited (NAPHL) Statement of Healthcare Rights is based on and reflects the Australian Charter of Healthcare Rights. The Statement describes the rights of patients and other people using NAPHL health services as part of the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and safe.

The Statement recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Statement allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how the Charter of rights applies in the Australian health system.

1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

2 The Australian Government commits to international agreements about human rights, which recognise everyone's right to have the highest possible standard of physical and mental health.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

NAPHL Values




Further information is available at www.naphl.com.au and www.safetyandquality.gov.au

What can I expect from NAPHL healthcare?

MY RIGHTS	WHAT THIS MEANS
Access	
I have a right to health care.	I can access services to address my healthcare needs.
Safety	
I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect	
I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation	
I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
Privacy	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
Comment	
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.


K. Arlett - NAPHL Board Chair


J. Sturgess - NAPHL CEO


supporting excellence
CERTIFICATION
ISO 9001:2008
QUALITY CERTIFIED ORGANISATION


supporting excellence
CERTIFICATION
National Standards for
Mental Health Services
QUALITY ACCREDITED ORGANISATION

NORTHERN AUSTRALIA
PRIMARY HEALTH LIMITED



A healthier future for all Australians