

# PATIENT RIGHTS AND RESPONSIBILITIES

At HelloDR Blackstone and HelloDR Esk, we are dedicated to providing high-quality, respectful healthcare. We believe that clear communication of your rights and responsibilities is essential for achieving the best outcomes. Please take a moment to review this form.

## PATIENT RIGHTS

### 1. Respectful Treatment

You have the right to be treated with courtesy, dignity, and respect by all members of the HelloDR Blackstone and HelloDR Esk team.

### 2. Privacy and Confidentiality

Your personal and medical information will be handled with the utmost care and in accordance with applicable privacy laws and the Australian Privacy Principles (APPs).

### 3. Informed Consent

You have the right to receive clear and comprehensive information about your diagnosis, treatment options, and any potential risks or benefits before consenting to care.

### 4. Access to Information

You have the right to access your medical records and to receive understandable explanations regarding your health and treatment.

### 5. Quality Care

You have the right to expect safe, effective, and timely healthcare tailored to your individual needs.

### 6. Feedback and Communication

You have the right to voice any concerns or compliments regarding your care. Your feedback is important to us and will be taken seriously.

## PATIENT RESPONSIBILITIES

### 1. Provide Accurate Information

You are responsible for sharing complete and accurate information about your medical history, symptoms, and any changes in your health.

### 2. Attend Appointments Promptly

Please arrive on time for scheduled appointments. If you need to cancel or reschedule, notify us as early as possible.

### 3. Follow Treatment Plans

Actively participate in your care by following the treatment plan and recommendations provided by your healthcare professionals.

### 4. Respect Others

Treat all staff and fellow patients with courtesy and respect.

### 5. Communicate Changes

Inform us promptly about any changes in your personal details, health status, or insurance coverage.

### 6. Financial Responsibilities

Understand and meet your financial obligations, including any fees not covered by bulk billing or other arrangements.

**7. Provide Constructive Feedback**

Share your experiences, whether positive or negative, so we can continue to improve our services. If you have any concerns or complaints, please use our established feedback channels.

*By receiving care at HelloDR Blackstone and HelloDR Esk, you acknowledge that you have read and understood these rights and responsibilities. Your cooperation helps us maintain a safe, respectful, and effective healthcare environment for everyone.*