

Remedy Healthcare Client Services Charter

Remedy Healthcare recognises that people receiving care and people providing care all have important parts to play in achieving better healthcare outcomes.

We believe that the below charter will contribute to the partnership of clients and Remedy Healthcare staff, to work together towards safe and high quality healthcare.

Our standards		What this means
Safety	We will provide you with high quality services.	You will receive high quality health services, provided with professional care, skill and competence.
Respect	You will be shown respect, dignity and consideration.	The care provided shows respect to you and your culture, beliefs, values and personal characteristics.
Communication	You will be informed about services, treatment, options and costs, where applicable, in a clear and open way.	You will receive open, timely and appropriate communication about your health care provided by Remedy in a way you can understand.
Participation	You will be included in decisions and choices about the services we provide you.	You may join in making decisions and choices about your care and about health service planning.
Privacy	Your personal information will be kept private and confidential.	Personal privacy is maintained and your personal health and other information is handled responsibly.
Comment	You may comment on your care so that your concerns may be addressed.	You can comment on or complain about your care and have your concerns dealt with properly and promptly.
Withdrawal	You may withdraw from the program	You can cease participation from a program at anytime.

Your responsibilities		What this means
Respect	You have a responsibility to treat staff with respect.	Staff are here to provide care and should be treated with the respect you would like in return.
Honesty	You have a responsibility to provide accurate health information.	To provide the best care, staff require an accurate health record.