

Patients rights & responsibilities

The Fertility Control Clinic 's vision is to provide its customers access with a wide range of sexual and reproductive health care that is safe and high quality. You have the right to...

Access

You have a right to adequate and timely health care. You can contribute to the right of access by trying to meet your appointments and telling us when you cannot.

Safety

You have a right to safe and high quality care. If you are unsure about what is happening to you or think something has been missed in your care, you should alert us. You should also tell us about any circumstances that might make your health care riskier.

Respect

You have a right to be shown respect, dignity and consideration. This means you are entitled to receive care that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell us of any changes in your circumstances. Respect also includes being mindful of staff and other patients.

Communication

You have a right to be informed about services, treatment, options and costs in a clear and open way. We will tell you about the care you are receiving and help you understand what is happening to you. You can contribute to this by being open and honest with us. To understand the instructions given to you, you can ask questions if you would like more information. You can use interpreters if your English is not your first language.

Participation

You have a right to be included in decisions and choices about your care. You are encouraged to participate in decisions and ask questions if you are unsure about what is happening to you. You can involve your family or carer if this makes you more comfortable and sure.

Privacy

You have a right to privacy and confidentiality of provided information. This means you are able to see your records and ask for information to be corrected if it is wrong. In some circumstances, your health information will need to be shared between health-care providers. You can also contribute by respecting the privacy and confidentiality of others.

Comment

You have a right to comment on care and having concerns addressed. We want to solve problems quickly, but we need to be told about the problem first. If you have any suggestions about how services could be improved, please let us know. You can discuss your concerns with a nurse, doctor or other health professional. They may be able to resolve your concerns immediately. Alternatively, you may wish to put your concerns in writing. You can use a Customer Feedback form to do this. The Complaints Officer will investigate your concern and ensure you are not adversely affected. If you are not satisfied with the way we have investigated your concern, you can contact the Health Services Commissioner. The Commissioner is an independent body that receives and assesses health care complaints.