

Working together Everyone's rights and responsibilities

Whilst in our care, our CareFlight staff enter into a healthcare partnership with you.

As part of working with you in this partnership you, like our staff, have rights and responsibilities

Your Rights

Access

- Careflight services and treatment that meets my needs

Safety

- Receive safe and high-quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my CareFlight clinicians, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

Your Responsibilities

Partnership

- Answer our questions fully and honestly- this enables us to make the most accurate clinical decisions so we can provide the most appropriate treatment
- Provide information about any special needs you may have that are an important part of your culture or religion.
- Ask questions if you do not understand the information being provided to you
- Speak up if you are feeling unwell, you have any concerns, your condition changes or worsens- we will do our best to help you and it is easier if we know early.

Safety

- Speak up if you see anything unsafe or feel unsafe.

Respect

- Respect the privacy and dignity of other patients and carers.
- Treat the people looking after you today with the same respect and dignity you would like to be treated with
- All CareFlight staff have the right to work and carry out their duties in an environment free from violence, offensive, threatening or abusive behaviour.

At CareFlight we have a zero tolerance for abuse of our staff. They are there to help you.

**PLEASE
ASK ME**



SCAN ME

You can provide feedback on your experience by:

- Scanning the QR code to complete the online feedback form
- Emailing clinical-feedback@careflight.org
- Completing the online feedback form at <https://careflight.org/contact-us/>
- Asking a CareFlight staff member to submit feedback on your behalf