

Your charter of HealthCare Rights @Primary Care Connect



This charter describes the rights of clients and other people who are using Primary Care Connect (PCC) services. Our charter, together with the Australian Charter of Healthcare Rights, are important to make sure that, whenever you receive care at PCC, it is of the highest quality and is safe!

PCC Guiding Principles

1. Everyone has the right to be part of their healthcare journey and this is important in making sure that this Charter is meaningful.
2. As a diverse community and people from different cultures and ways of life, this Charter acknowledges this and respects these differences.
3. We are committed to ensuring that everyone receives the highest possible standard of physical and mental health care.

What can I expect?

To be treated with respect and dignity at all times.

To have fair access to the services you need, regardless of race, gender, sexual orientation, age, religion or disability.

To be involved in discussions and decisions about all parts of your care at PCC.

To be informed and receive feedback regarding your care journey at PCC, including having access to any written records of your care when you need it.

RESPECT

EQUITY

PARTICIPATION

COMMUNICATION

What does this mean?

It means that you will be respected and treated right while at PCC and in return you will provide the same to all around you when visiting PCC.

Equity means 'fair', meaning that no matter who you are, PCC will provide you with services without judgement.

We will make sure that you are part of all discussions and decisions made about the best care for you - we won't do it without you.

We will keep you in the conversation, provide you with information as you need it and make sure that you always know what is happening in your care while with us at PCC.

Privacy & Feedback

@Primary Care Connect



Privacy

Primary Care Connect follows appropriate privacy and health records legislation and principles. There may be times when a clinician that you are working with will ask for a privacy statement.

For more information regarding privacy, your “Welcome Kit” will have a thorough fact sheet about this. Feel free to review it or ask your clinician for another copy today.

Feedback

In your care journey at PCC it is very important for us to make sure we provide you with information that will better your health.

It is even important for us at PCC to receive feedback from you to ensure that we are providing the best service to you for your health journey with us.



Tell us by...



Completing a compliment, suggestion or complains form or;



Raise your concerns right away with the clinician or staff member when you are here at PCC or;



You can call us directly or;



Bring someone to support you when you feel the need to and provide feedback to us directly.



For further information regarding any information please call our friendly Consumer Care team on (03) 5823 3200.

To access your health records from us, you can ask your clinician for a Freedom of Information request form that you can complete and return for us to action at any time.



We will...



Make sure you are listened to and heard, no matter what your feedback is;



We will provide you with the support you need to feel like you have been heard and a solution has been provided to your feedback in real time and;



We will follow up on how you felt about our response to your feedback.