



Patient's Rights and Responsibilities:

Patient's Rights

While in our care we respect your right to:

- Access healthcare, free from discrimination
- Receive safe and high quality care
- Know the identity and professional status of attending staff
- Ask for and receive information on your health needs in terms you understand
- Be informed of the proposed procedure and associated risks
- Request a second opinion without prejudice to any aspect of future care
- Receive information necessary to give informed consent prior to the start of any procedure
- Be informed of the requirements for ongoing care following discharge
- Maintain dignity and respect while undergoing the procedure
- Know the estimated cost of the procedure
- Have next of kin, partner or friend present wherever this is practicable, where cultural or religious preferences dictate
- Know your personal privacy will be maintained
- Be assured there will be proper handling of your personal health records and other information
- Make a complaint about any aspect of your care if you are not satisfied

Patients Responsibilities

While in our care you have the responsibility to:

- Work as a partner with the health care team
- Treat all staff and other patients with respect and consideration
- Provide accurate and complete information about your medical history, symptoms, medications and other matters relating to your health
- Indicate if you do not understand your proposed procedure and expected outcome
- Confirm you have fasted and taken all of the colonoscopy preparation kit, if applicable
- Arrange suitable transport home and care after your procedure or advise staff if unable to do so
- Follow the treatment plan recommended and notify the Doctor of any changes after discharge
- Meet the financial obligations in respect to the treatment provided
- Keep your appointment and be patient with the timing of your procedure due to potential delays that may be associated with other patients