

## Summary of rights and responsibilities

### Patients' main rights

The consumer of health services has the right to:

- decide whether or not to undergo medical treatment after receiving a reasonable and timely explanation of what the treatment involves and the risks associated with the treatment
- be treated with reasonable care and skill by the health care provider
- have medical information and treatment kept confidential.

### Other rights

The consumer of health services also has the right to:

- access health services appropriate to their needs
- withdraw consent at any time
- refuse experimental or research treatment
- obtain a second opinion
- leave a hospital at any time (except in the cases of infectious diseases or certain psychiatric conditions) – if the patient leaves without the hospital's consent the patient may be responsible for any injury or illness caused or aggravated by this action
- be treated with care, consideration and dignity, and without discrimination
- access abortions and late-term abortions (beyond 22 weeks 6 days pregnant), see [Abortions](#)
- safety, well being, privacy and dignity whilst accessing abortion services, see [Abortions - Safe Access Zone](#)
- consent or refuse to consent to the use of restrictive practices in aged care, or have a substitute decision maker provide such consent or refusal (Quality of Care Principles 2014 s 15FA)
- be consulted on the use of restrictive practice by providers under the National Disability Insurance Scheme (see [Restrictive practices by registered NDIS providers](#))
- be fully informed of the costs of any medical procedure proposed, including any further costs associated with rehabilitation.
- request medical files from the doctor or hospital (public hospital records can be accessed under the [Freedom of Information Act 1991](#) (SA), and some records held by private doctors or hospitals can be accessed under the [Privacy Act 1988 \(Cth\)](#),
- obtain legal advice about any matter arising from the treatment (at the patient's own cost)
- contact friends, relatives, solicitors, members of the clergy and so on for support and to discuss problems
- exercise any of these rights on behalf of a child or ward if he or she is the parent or guardian
- ask to stay with a child at all times except where separation is necessary for medical reasons
- inform nursing staff if he or she does not want to see, or speak to, a visitor or caller
- complain about their treatment and have their complaint dealt with appropriately.

### Responsibilities

Consumers of health services have a responsibility to:

- know and disclose their own medical history including medications taken
- keep appointments or advise those concerned if they are unable to do so
- inform the doctor if they are receiving treatment from another health professional
- pay for any services and products received as a private patient (unless private health insurance covers them excluding out of pocket gaps)
- conduct themselves in a manner which will not interfere with the well being or rights of other patients **and** staff.