

Pennant Hills Physiotherapy Centre recognises the Australian Charter of Healthcare Rights.

The following is a summary of what this means for you receiving care at Pennant Hills Physiotherapy Centre

My rights are at Pennant Hills Physiotherapy Centre and my responsibilities are ...
<p>Access</p> <p>I have a right to health care.</p>	<p>Access</p> <p>I can access services to address my physiotherapy needs. We are open during business hours, but not open on the weekend. For any emergency care, please call 000</p>	<p>Access</p> <p>I will attend the appointments on time. I am responsible for keeping or cancelling my appointments.</p>
<p>Safety</p> <p>I have a right to receive safe and high quality care.</p>	<p>Safety</p> <p>I receive safe and high quality physiotherapy services, provided with professional care, skill and competence.</p>	<p>Safety</p> <p>I am responsible to be an active, involved and informed partner in my health care.</p>
<p>Respect</p> <p>I have a right to be shown respect, dignity and consideration.</p>	<p>Respect</p> <p>The care provided shows respect to me and my culture, beliefs, values and personal characteristics.</p>	<p>Respect</p> <p>I am responsible for treating all staff and other patients, their families with dignity and respect.</p>
<p>Communication</p> <p>I have a right to be informed about services, treatment, options and costs in a clear and open way.</p>	<p>Communication</p> <p>I receive open, timely and appropriate communication about my physiotherapy care in a way I can understand.</p>	<p>Communication</p> <p>I am responsible for giving my physiotherapist clear and accurate information about my health, including any changes in my health status. I am responsible for informing the physiotherapist regarding information and decisions regarding any workers compensation or motor accident claim I am making. I am responsible for informing my physiotherapist of any changes to my medications, or any new investigations that have been performed, or of any advice from other health care providers.</p>
<p>Participation</p> <p>I have a right to be included in decisions and choices about my care.</p>	<p>Participation</p> <p>I may join in making decisions and choices about my care and about physiotherapy service planning.</p>	<p>Participation</p> <p>I am responsible for asking questions within my appointment time until I feel I have all the information I need to make informed decisions about my physiotherapy care. I am responsible for making sure I understand my treatment options and can make informed health care decisions. I am responsible to follow advice given to me by my physiotherapist carefully, or to inform them of my choice not to.</p>
<p>Privacy</p> <p>I have a right to privacy and confidentiality of my personal information.</p>	<p>Privacy</p> <p>My personal privacy is maintained and proper handling of my personal health and other information is assured.</p>	<p>Privacy</p> <p>I am responsible for respecting the privacy and confidentiality of others, inclusive of patients, families, and staff</p>
<p>Comment</p> <p>I have a right to comment on my care and to have my concerns addressed.</p>	<p>Comment</p> <p>I can comment on or complain about my care and have my concerns dealt with properly and promptly.</p>	<p>Comment</p> <p>In the first instance the physiotherapist is the first point of contact when making comment. If a concern is not resolved then the practice manager can be contacted. If the complaint is related to Health insurance, the Private Health Insurance Ombudsman can be contacted. (see below) Further complaint can be made to the Health Care Complaints Commission or the Physiotherapists Registration Board of Australia. (see below)</p>

Private Health Insurance Ombudsman: Suite 2, Level 22, 580 George St, Sydney NSW 2000. 1800 640 695

Health Care Complaints Commission Level 13, 323 Castlereagh Street (corner of Hay St), Sydney NSW 2000. 1800 043 159

Physiotherapists Registration Board of Australia: Physiotherapy Board of Australia. G.P.O. Box 9958. Melbourne VIC 3001. 1300 419 495