



Monash Surgical Private Hospital

While in our care, we respect your right to:

- Receive safe and high quality health care that meets your health needs in a supportive and secure healthcare environment.
- Surroundings that allow personal privacy and the maintenance of personal dignity, and to be treated with care and consideration, and without discrimination.
- Expect all communication and written records pertaining to your care to be treated as confidential by medical and hospital staff.
- Open and effective two-way communication between you and your doctor of your condition, treatment options, procedure, expected outcomes and any associated risks to make informed decisions and give informed consent about your care.
- Have your family, other carer or chosen support person involved in your care to participate as fully as you wish in decisions about your care and treatment.
- Ask for a second opinion about your proposed treatment at any time.
- Withdraw consent and refuse further treatment to the extent permitted by law. This will require a signed refusal of treatment form.
- Receive an explanation of all costs pertaining to your procedure and hospital stay in a way that you can understand.
- Specify in writing any treatments not to be carried out during your procedure.
- Be informed by your doctor and the hospital of requirements for continuing health care following discharge.
- Know the identity and professional status of individuals involved in your care.
- Be informed about the process for initiation, review and resolution of patients' concerns and complaints and have your concerns addressed.
- Receive care that is responsive to your personal beliefs, culture and religious practices.
- Refuse the presence of Health Care workers not directly involved in your care.
- Request any special dietary needs and an interpreter if you need one.

While in our care as a patient, you have responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about current symptoms, past illness, hospitalisation, medications and other matters relating to your health so we can offer you the most appropriate treatment.



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- Indicate if you do not clearly understand your proposed treatment and expected outcome.
- Follow the agreed treatment plan recommended by your doctor.
- Be considerate of the rights of other patients and hospital staff.
- Respect the property of other persons and the hospital.
- Accept the consequences if you refuse treatment or do not follow your doctor's instructions.
- Arrange home care with a responsible adult for 24 hours following discharge from hospital.
- Arrange suitable transport home after your operation or procedure.
- Comply with the hospitals 'No Smoking' and 'Mobile Telephone' policies.