

VEMSA Patient Rights

I have the right to...

SAFE, HIGH-QUALITY CARE THAT MEETS MY NEEDS.

BE TREATED WITH DIGNITY, RESPECT AND WITHOUT DISCRIMINATION.

**HAVE MY CULTURE, IDENTITY, BELIEFS AND CHOICES RECOGNISED
AND RESPECTED.**

**ASK QUESTIONS, RECEIVE HONEST COMMUNICATION, AND BE
INVOLVED IN DECISIONS ABOUT MY CARE.**

**CLEAR INFORMATION ABOUT MY CONDITION, TREATMENT OPTIONS,
RISKS AND BENEFITS SO I CAN MAKE INFORMED CHOICES.**

**INCLUDE MY FAMILY, CARER OR SUPPORT PERSON IN MY CARE IF I
CHOOSE.**

**PRIVACY, CONFIDENTIALITY, AND ACCESS TO MY HEALTH
INFORMATION.**

**PROVIDE FEEDBACK OR MAKE A COMPLAINT WITHOUT IT AFFECTING
MY CARE.**

**HAVE MY CONCERNS ADDRESSED FAIRLY, TRANSPARENTLY AND IN A
TIMELY WAY.**

**BE TOLD IF SOMETHING GOES WRONG WITH MY CARE AND WHAT IS
BEING DONE IN RESPONSE.**