

Patients rights and responsibilities

Patient rights

Patients are entitled to:

- Be treated with care and dignity.
- Confidentiality and privacy.
- A safe, comfortable environment during their treatment.
- Be fully informed about our services.
- Have a full and clear explanation by their doctor of their condition, treatment planned and alternatives available to them.
- Have a clear understanding of the likely costs involved in the treatment.
- Know the identity and professional standing of personnel involved in their care.
- Have any complaints heard, responded to and dealt with fairly.
- Obtain information from their medical record in accordance with the Privacy Act 1988, amended March 2010.

We wish to ensure that you have given your complete, fully informed consent before any treatment is administered here.

Your consent is:

- In writing, and signed voluntarily by you when you are satisfied that you understand the nature of the treatment planned.
- Able to be withdrawn by you at any time during the treatment, consistent with your personal safety.

Patient responsibilities

- Provide accurate information on health status.
- Adhere to fasting regime and pre and postoperative requirements and instructions if going for surgery.
- Ensure you understand explanations given to you and ask if unsure.
- Abstain from sexual harassment of any professional employed at this facility.
- To attend arranged appointments for sub-specialty opinions or inform us if this is not possible.

To comply with prescribed medication and inform the practice if this is not possible.

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