

Statement of Rights and Responsibilities

For all persons who access Lakes DHB's health care services

Your Rights

Right One...

You have the right to be treated with respect.

This means:

- *To be listened to*
- *To be treated kindly by people*
- *To have people understand that you have your own beliefs and ideas*
- *To have your privacy respected*

Right Two...

You have the right to be treated fairly.

This means:

- *You should be treated the same as other people*
- *People should not abuse or take advantage of you*
- *You should not be made to feel you have to do things you don't want to do*

Right Three...

You have the right to dignity and independence.

This means:

- *The care and support you get will make you feel you are being well treated*
- *The service should help and support you to do as much for yourself as you possibly can*

Right Four...

You have the right to support and care that suits you.

This means:

- *All the services and support you are given should be right for you and be well done*
- *People will work together to help you*
- *People will check that services are right for you*

Right Five....

You have the right to be told things in a way you understand.

This means:

- *People will talk to you in a way you understand*
- *People will use different ways to explain things to you e.g. pictures, writing and sign language*
- *People will answer your questions truthfully*

Right Six...

You have the right to be told about your health or disability.

This means:

- *People will tell you what they are going to do and why they need to do it*

Right Seven...

You have the right to make choices about your care and support.

This means:

- *Things will be explained so you can make choices*
- *Someone will explain to you what will happen for each of the choices you can make*
- *Sometimes other people will help you make your choices*
- *People will stop you making choices that are dangerous or will hurt others*

Right Eight...

You have the right to support.

This means:

- *You are allowed to have someone with you when you get care and support.*

Right Nine...

You have rights when you are part of training, teaching or research.

This means:

- *No one will take or use information about you without you knowing*
- *You will be treated the way all New Zealanders are treated if they are involved in research*
- *You will be given information if you are asked to be involved in training or research, so you can decide if you want to take part*

Right Ten...

You have the right to make a complaint.

This means:

- *You can complain if you are unhappy with the care and support you receive*
- *People must listen to your concerns, worries or complaints*
- *If people do not help you with your complaint, there are other people you can contact*
- *People will tell you what they will do about your complaint*

Statement of Responsibilities

As a patient, support person or visitor to Lakes DHB health services please observe the following:

- Treat all others with respect, courtesy and consideration
- Comply with instructions from staff at all times to ensure patients, visitors and staff are kept safe
- Respect the need for patients to have sufficient time for recovery by complying with our visiting hours
- Ensure all children under 14 years visiting the hospital are supervised by an adult for their own and others' safety
- Ensure you are free from infection to avoid passing on the infection to patients
- Only use cell phones outside clinical areas. Clinical areas have a number of electronic monitoring devices and use of cell phones can cause interference with the equipment
- Patients and support people – turn off your cell phones between the hours of 8pm and 7am so patients may rest undisturbed
- For your safety and support or to meet professional guidelines, Lakes DHB staff may request that a third party be present during examinations/interviews
- Let our staff know if you no longer require or wish to receive our services
- Respect that Lakes DHB is a smokefree site. If you would like help to stop smoking either as a patient or visitor, please ask to be referred to the smokefree co-ordinator
- Respect that gang patches and paraphernalia are not permitted on any Lakes DHB site
- Respect that people in possession of or under the influence of illegal drugs or alcohol will be required to leave the premises unless urgent medical care is required
- Treat the DHB's facilities and equipment with care
- Return any DHB equipment immediately, when no longer required

Privacy Statement

- Information about you will be collected and retained by Lakes DHB.
- This information will be used in monitoring and providing ongoing health services for you.
- You have a right to see your personal information and in certain circumstances you may correct personal information held by Lakes DHB
- Lakes DHB may disclose information to other people/agencies providing health, disability or financial support to you, to enable continuity of healthcare.
- Information will be shared with your preferred contact person unless you indicate otherwise.
- At times, Lakes DHB may have a statutory or ethical obligation to disclose relevant information about you.

If you consider privacy of your personal information has been breached, please do not hesitate to contact:

Quality and Risk Team, Lakes DHB

Phone 349 7735, or email feedback@lakes.govt.nz

Health and Disability Health and Advocacy Services

Rotorua Ph 07 349 0182

Taupo Ph 07 386 5207



You have the option of contacting the Health and Disability Commissioner or the Privacy Commissioner if you believe your rights have been breached.

Health and Disability Commissioner Advocate - phone 0800 112 233, or email advocacy@hdc.org.nz
Privacy Commissioner— phone 0800 803 909, or email enquiries@privacy.org.nz