

My Healthcare Rights



About

At HealthBright, we are committed to providing high-quality healthcare services that prioritise the well-being and satisfaction of our valued customers. Our Charter of Rights outlines our dedication to delivering exceptional care, respecting your rights, and continuously improving our services to meet your needs and expectations.

I have the right to:



Access and Timely Care

Accessible and timely healthcare services that help me receive the care I need, when I need it.



Safety

Receive safe and high quality health care that meets national standards and be cared for in an environment that is safe and makes me feel safe



Give Feedback

Provide feedback or make a complaint without it affecting the way that I am treated and have my concerns addressed in a transparent and timely way



Information

Be given assistance, when I need it, to help me to understand and use health information



Respect

Be treated as an individual, and with dignity and respect. Have my culture, identity, beliefs and choices recognised and respected



Partnership

Ask questions and be involved in open and honest communication. Make decisions with my healthcare provider, to the extent that I choose and am able to.



Privacy

Have my personal privacy respected and have information about me and my health kept secure and confidential



Culturally Sensitive Care

Receive culturally sensitive services that provide inclusive and equitable care.

