

# Public Hospital Patient Charter



## You are entitled to expect high quality services

**ENGLISH** The Public Hospital Patient Charter outlines your rights and responsibilities in hospitals. Ask for a pamphlet at the information desk.

**BOSNIAN** Povelja prava pacijenata u državnim bolnicama određuje vaša prava i obaveze u bolnicama. Tražite brošuru na šalteru informacija.

**VIETNAMESE** Tập Sách Hướng Dẫn Bệnh Nhân Bệnh Viện Công trình bày về quyền lợi và trách nhiệm trong bệnh viện. Hãy hỏi xin một bản tại bàn hướng dẫn.

**CROATIAN** Povelja prava pacijenata u državnim bolnicama zacrtava vaša prava i obveze u bolnicama. Pitajte za brošuru na šalteru informacija.

**ITALIAN** La Carta del Paziente negli Ospedali Pubblici definisce i vostri diritti e responsabilità negli ospedali. Chiedete l'opuscolo al banco delle informazioni.

**SPANISH** El Documento sobre los Derechos del Paciente en los Hospitales Públicos explica sus derechos y responsabilidades en el hospital. Pida un folleto en el mostrador de información.

**SOMALI** Xeerka Bukaanka ee Isbitaalka Dadweynuhu wuxuu sharxayaa xaquuqdaada iyo Masuuliyadka isbitaalka. Weydiiso miiska soo dhoweynta warqada macluumaadka.

**MALTESE** Il-Charter tal-Pazjent fl-Isptar Pubbliku jaghti l-punti principali tad-drittijiet u r-responsabbiltajiet tieghek fl-isptarijiet. Staqsi ghal fuljett fid-desk ta' l-informazzjoni.

**ARABIC** شُرعة المرضى في المستشفيات العامة تُحدّد حقوقك ومسؤولياتك كمريض في المستشفيات. إسأل عن نشرة من مكتب الإستعلامات.

**TURKISH** Kamu Hastanesi Hasta Hakları Bildirgesi'nde hastanelerdeki hak ve sorumluluklarınız ana hatlarıyla açıklanmaktadır. Danışmadan bir broşür isteyiniz.

**RUSSIAN** Устав работы с пациентами определяет ваши права и обязанности как пациента государственной системы здравоохранения. Соответствующую брошюру можно получить в информационной службе.

**GREEK** Ο Καταστατικός Χάρτης Ασθενών Δημόσιων Νοσοκομείων περιγράφει τα δικαιώματα και τις υποχρεώσεις σας στα νοσοκομεία. Ζητήστε ένα φυλλάδιο στο γραφείο πληροφοριών.

**SERBIAN** Правилник о правима пацијената у јавним болницама излаже укратко ваша права и одговорности у болницама. Тражите брошурицу на шалтеру за обавештења.

**POLISH** Karta pacjenta szpitala państwowego wyjaśnia Twoje prawa i obowiązki w tych szpitalach. Ulotkę na ten temat możesz otrzymać w Informacji.

**CAMBODIAN** ធម្មនុញ្ញរបស់អ្នកជម្ងឺមន្ទីរពេទ្យសាធារណៈ ចែងប្រាប់អំពីសិទ្ធិ និងការទទួលខុសត្រូវរបស់អ្នកនៅក្នុងមន្ទីរពេទ្យ ។ សូមស្នើសុំកូនសៀវភៅមួយក្បាលនៅកន្លែងផ្តល់ព័ត៌មាន ។

**MACEDONIAN** Правилник за правата на пациентите во државните болници ги содржи вашите права и одговорности во болниците. Побарајте брошура кај масата за информации.

**CHINESE** 公立醫院病人章程概述了您在醫院的權利和責任。請向詢問台索取小冊子。

### You have the right to:

- A wide range of public hospital services
- Treatment based on clinical need regardless of your ability to pay or your health insurance status
- Choose whether you wish to have treatment as a public or a private patient
- Treatment and care in a safe environment
- Participate in making decisions about your treatment and care
- Participate in decisions and receive information about your discharge from hospital
- Information about which hospital staff will provide your care
- Information about your health care and, if you wish, a second medical opinion
- Access to your health records and confidentiality for your personal information
- Treatment with respect, dignity and consideration for privacy
- If necessary, have access to an accredited interpreter
- Services provided in a culturally sensitive way
- Information on steps the hospital takes to improve quality of care
- An opportunity to discuss any questions or complaints you may have concerning your stay in hospital
- Make a complaint to an independent complaints organisation.

### You have a responsibility to:

- Work with your treating team by providing relevant information about your health and circumstances that may influence your treatment, recovery or stay in hospital.

More detail is available from the information desk in your hospital or at

[patientcharter.health.vic.gov.au](http://patientcharter.health.vic.gov.au)

Also from the Health Services Commissioner on 8601 5200 or toll free on 1800 136 066.