

# Rights and Responsibilities

We at Regal **value and welcome feedback** about the care you receive and your experience. *What matters to you matters to us!*

In signing the **Regal Consent**, you agree to receive care from a Regal Nurse and understand the following (care cannot commence without your signature);

Your involvement is <b>voluntary</b> and you can cease services at any time.
The <b>purpose</b> of the health assessment and/or visit is to deliver appropriate health services.
Regular <b>liaison</b> with you <b>General Practitioner</b> to assist keep them informed.
<b>Respect</b> the human, legal and workplace rights of the Regal Team.
Acknowledge that care needs and services may change and these <b>changes</b> are in consultation with you.
Its important that you <b>give enough information</b> to allow the Regal team to develop, deliver and review your care for the best outcomes.
Allow safe and reasonable <b>access</b> for Regal team to deliver care.
Provide minimum of <b>4 hours notice</b> if care is not required on a given day.
Your care is delivered in accordance with the <i>Australian Charter of Health Care Rights and Responsibilities</i> .

## PROVIDE FEEDBACK

Direct to Regal by phone **(02) 9264 4555** or via [www.regalhealth.com.au](http://www.regalhealth.com.au) or the Health Care Complaints Commission, an independent body that can also investigate complaints **1800 043 159**

## UPDATES

Regal Home Health may review and update Policies from time to time to take account of, new laws, or services. Regal Home Health will announce updated policies in the **LATEST NEWS** section of the website.

[www.regalhealth.com.au](http://www.regalhealth.com.au)

## My Rights

<b>Access</b>	I can access services to address my health needs.
<b>Safety</b>	I can receive safe quality care from qualified & competent professionals.
<b>Respect</b>	The care provided to me is delivered with respect for my cultural beliefs and values.
<b>Communication</b>	I will receive open, timely and appropriate communication about my health care in a way I can understand
<b>Participation</b>	I can contribute to decisions about my health care planning.
<b>Privacy and confidentiality</b>	My personal privacy is maintained and safe handling of my personal health and other information is assured
<b>Feedback</b>	I can safely provide comment on or feedback about the care I receive and have my concerns responded to as a priority within one business day.

Ref | Australian | in Healthcare



# Regal

humanity for humanity

## RIGHTS, RESPONSIBILITIES & PRIVACY

**50** Years  
of service excellence

**02 9264 4555**

email | [care@regalhealth.com.au](mailto:care@regalhealth.com.au)

# Regal is committed to supporting quality of life for people, families and communities

Establishing a successful partnership is our main aim, this brochure outlines what care you can expect to receive and how you can assist Regal to maintain a professional service that meets your needs.

Regal Home Health is proudly accredited by the Australian Council on Healthcare Standards (ACHS) since 1994. Accreditation is public recognition of the achievement of the highest standards, demonstrated through an independent external peer audit of that organisation's level of performance in relation to the standards.

## Accreditation comprises five key elements

- 1 Governance or stewardship function
- 2 A standards-setting process
- 3 A process of external evaluation of compliance against those standards
- 4 A remediation or improvement process following the review
- 5 Promotion of continuous quality improvement

02 9264 4555

## Health Privacy Principles

For your *peace of mind*, the **15 Health Privacy Principles** have been established by the government with your best interests at heart and are the key to the Health Records and Information Privacy Act 2002 (HRIP). These are the legal obligations which NSW public and private health organisations must abide by when they collect, hold, use and disclose a person's health information. **For further information contact the Privacy Commissioner [www.pc.nsw.gov.au](http://www.pc.nsw.gov.au)**

<b>Lawful</b>	Health information is only collected for a lawful purpose that is directly related to the professional service and is necessary for that purpose.	<b>Accessible</b>	You may request the form for a copy of Health Information from <a href="mailto:privacy@regalhealth.com.au">privacy@regalhealth.com.au</a> to lodge with Regal Home Health.
<b>Relevant</b>	Health Information collected is relevant, accurate, up to date and does not unreasonably intrude into the person affairs of a person.	<b>Correct</b>	You can request a correction or amendment of your personal information to improve the accuracy of the information.
<b>Open</b>	You must be Informed about why the Regal Nurse is collecting health information, what will be done with it and who else may see it. The client is informed that they can request to view or correct their health information by written request.	<b>Accurate</b>	Regal Nurses ensure the health information collected is relevant and accurate.
<b>Secure</b>	Health Information is securely stored and is protected from unauthorised access, use or disclosure.	<b>Limited</b>	Health Information is collected for the direct purpose of delivering health care to you and not for other purposes, such as research, without consent.
<b>Transparent</b>	All health information is used for the purposes of delivering the highest quality care to you and you may request a copy of their Health information.	<b>Not Identified</b>	You are identified by a Unique Identifier No. in the Regal Health Record System.
		<b>Controlled</b>	Health Records are only shared with the professionals nominated by you to advance optimal clinical care.

[www.regalhealth.com.au](http://www.regalhealth.com.au)

email | [care@regalhealth.com.au](mailto:care@regalhealth.com.au)