



YOUR RIGHTS & RESPONSIBILITIES

AS A PATIENT OF
TARANAKI DHB HEALTH
SERVICES


“Whānau Whanui”



*If you need an interpreter
please ask a member of staff*

www.tdhb.org.nz

Taranaki Together, a Healthy Community
Taranaki Whānui He Rohe Oranga



This booklet has been put together to assist you and your family/whanau.

Please read it carefully, and do not hesitate to ask a member of staff if you have any questions.

Taranaki DHB is committed to working in partnership with you to achieve the best possible health outcome for you.

If you have any questions that are not answered in this booklet, please contact Customer Services. You will find their details on page 8.



**Taranaki DHB is
Auaki Kore / Smokefree**

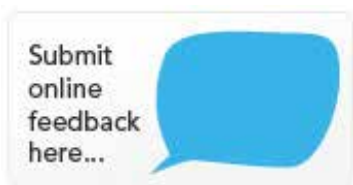
For the health of our communities there is **no smoking** in hospital buildings or grounds.

WHEN RECEIVING SERVICES FROM TARANAKI DHB YOU HAVE THE RIGHT TO:

- Be treated with respect (**Mana**) for your culture, values, beliefs, and personal privacy.
- Fair treatment (**Manaakitanga**). No-one should discriminate against you; pressure you into doing something you do not want or take advantage of you in any way.
- Have your dignity and independence (**Tu Rangatira Motukake**) supported in the way services are provided.
- Receive care that meets legal, ethical and professional standards (**Tautikanga**) so that all involved in your care will work together to provide quality and continuity of service.
- Good communication (**Whakawhitiwhitinga Whakaaro**) through being listened to and informed in a way you can understand, including the use of interpreter services on request.
- Full information (**Whakamohio**)
 - to have your condition explained to you and the benefits and risks of treatment options
 - to know the name, position and role of any staff involved with your care
 - to take part in decisions about your care and treatment.

**PLEASE DO NOT REMOVE THIS
BOOKLET FROM THE ROOM**
Takeaway copies are available on request

- Choice and Consent (**Whakaritenga Mou Ake**).
You can:
 - say no or change your mind at any time without it affecting your care
 - refuse treatment if you choose to. In some cases this right is limited by law
 - give written or verbal consent before any treatment procedure is carried out
 - have support persons (**Tautoko**) of your choice present
 - give consent before you or your records are involved in any research or teaching session (**Ako Me Te Rangahau**). Research consent must be written.
- Make a written or verbal complaint. (**Amuamu**).
You can do this by:
 - firstly, tell the person(s) caring for you
 - if you're still unsatisfied, let the nurse manager know
 - further to this, contact Customer Services. Contact details are on the back of this brochure
 - outside of hospital you can submit a complaint on our website www.tdhb.org.nz. Go to: **Contact Us > Complaints, compliments and suggestions > Submit online feedback here...**



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WE ASK THAT YOU:

- Be involved in your treatment and care wherever possible.
- Inform us if your rights are not being considered.
- Be sensitive to the needs of other patients by:
 - a) respecting their privacy and keeping any information you hear about others confidential
 - b) not taking photos, video or recordings of people or procedures without their permission.
- Respect all staff members involved in your care by:
 - a) complying with all requests made of you as far as you can
 - b) providing us with all information that could assist with your care and treatment
 - c) recognising medical treatment cannot be given without your co-operation.
- Be responsible for your personal property. Taranaki DHB accepts no responsibility for the loss of patient property.

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YOUR HEALTH INFORMATION

■ Why do we collect it?

It is collected in order to provide appropriate care and treatment for you, and for administration purposes required by Government agencies.

■ Do I have to give it?

No. It's voluntary, except where notifiable disease is concerned. But, the more we know the more quickly we can help you regain your health.

■ Who can see it?

- Staff at Taranaki DHB involved in providing and administering your health care.
- Outside agencies who help with your health care, such as NZ Blood Service.
- The Ministry of Health, for research and statistical purposes.

■ Can I read it?

Yes. On completing our form you may read your information or photocopy it prior to taking it away. We will also make available someone to help you understand it.

■ Can I correct it?

Again, yes. You have the right in law to access and correct your own information.

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■ Can I read anyone else's?

No. Not unless you have been given authority in writing and had your request approved by Customer Services or Medical Records.

■ Do people have to know I've been sick or had medical treatment?

Not at all. Please notify a staff member if you do not want family, friends, your GP or anyone else to know this.

SUMMARY

■ In summary, Taranaki District Health Board undertakes to:

- Treat all patient information confidentially and store it securely.
- Give patients access to their own records where requested.
- Correct those records where necessary.
- Respond to patient complaints of breach of privacy.
- Keep patient records in accordance with the Public Records Act.
- Make their own information available to children who have reached sufficient maturity to understand it.
- Act with discretion and tact in patient interests when complying with lawful and appropriate requests from government agencies for information about your health.

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CONTACT US

A number of avenues exist to address any concerns you may have:

CUSTOMER SERVICES / PRIVACY OFFICER

Taranaki District Health Board

Private Bag 2016

New Plymouth

Phone: 06 753 6139, extn 8825 or 7825

DDI: 06 753 7832

Fax: 06 753 7770

Email: customer.services@tdhb.org.nz

Web: www.tdhub.org.nz

HEALTH AND DISABILITY ADVOCACY SERVICE

PO Box 8375 New Plymouth Central 4342

Phone: 06 759 2111

Fax: 06 759 2112

Email: advocacy@advocacy.org.nz

Web: www.hdc.org.nz

HEALTH AND DISABILITY COMMISSIONER

PO Box 1791 Auckland

Phone: 0800 11 22 33

Fax: 09 373 1061

Email: hdc@hdc.org.nz

Web: www.hdc.org.nz

PRIVACY COMMISSIONER

PO Box 466 Auckland

Phone: 0800 803 909

Web: www.privacy.org.nz

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