

Rights and Responsibilities

At Regal we **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 that:

Your involvement is voluntary and you can cease services at any time.
The purpose of the health assessment and/or visit is to deliver appropriate health services.
Regular liaison with you General Practitioner to assist keep them informed.
Respect the human, legal and workplace rights of the Regal Team.
Acknowledge that if your needs change, services may change in consultation with you.
It is important that you give enough information to allow the Regal team to develop, deliver and review your care for the best outcomes.
Allow safe and reasonable access for the Regal team to deliver care.
Provide minimum of 24 hours notice 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> .

HOW TO PROVIDE FEEDBACK

Direct to Regal by phone **02 9264 4555** or via the contact form on the website.
If you are not satisfied with the way Regal manages complaints then you have the option of contacting the Health Care Complaints Commission **1800 043 159**

www.regalhealth.com.au

My Rights

Access	I can access services to address my health needs.
Safety	I can receive safe quality care from qualified & competent professionals.
Respect	The care provided to me is delivered with respect for my cultural beliefs and values.
Communication	I will receive open, timely and appropriate communication about my health care in a way I can understand
Participation	I can contribute to decisions about my health care planning.
Privacy and confidentiality	My personal privacy is maintained and safe handling of my personal health and other information is assured
Feedback	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 Commission on Safety & Quality in Healthcare

UPDATES

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

email | care@regalhealth.com.au



Regal

humanity for humanity

RIGHTS, RESPONSIBILITIES & PRIVACY

50

Years
of service excellence

02 9264 4555

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

This brochure outlines the way you can expect to receive care. Regal works with families to maintain a professional service that meets your needs.

Regal Health is proudly accredited by the Australian Council on Healthcare Standards (ACHS) since 1994. Accreditation is the public recognition of the achievement of the highest standards, demonstrated through an independent external peer audit of performance against 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 from 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 see the Privacy Commission www.pc.nsw.gov.au**

Lawful	Health information is only collected for a lawful purpose that is directly related to the professional service and is necessary for that purpose.	Accessible	You may ask for the Request for Health Information form to access information held by Regal.
Relevant	Health Information collected is relevant, accurate, up to date and does not unreasonably intrude into the person affairs of a person.	Correct	You can request a correction or amendment of your personal information to improve the accuracy of the information.
Open	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 consumer is informed that they can request to view or correct their health information by written request.	Accurate	Regal Nurses ensure the health information collected is relevant and accurate.
Secure	Health Information is securely stored and is protected from unauthorised access, use or disclosure.	Limited	Health Information is collected for the direct purpose of delivering health care to you and not for other purposes, such as research, without consent.
Transparent	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.	Mobile	Regal Nurses will record information collected in a mobile device like phone or ipad using the Regal Operation System Information Exchange Application.
		Controlled	Health Records are only shared with the professionals nominated by you to advance optimal clinical care.