

Privacy

Health information is collected in order to provide appropriate care and treatment, for internal clinical audit and quality improvement processes, for administration, and for teaching and research purposes.

We require information from you so that we can provide good and safe care.

It is our policy to share that information with others who provide you with health care and/or disability support, where the information will help them, in their turn, to provide you with good and safe care. Other providers would include, for example, your GP, District Nurses who visit you and any specialist health or disability service with which you are actively engaged.

If you have any concern regarding this policy, perhaps because of special circumstances we may not know about, please discuss it with the person who is caring for you, so that further advice and/or explanation may be given.

WE WILL

- Respond to your complaint(s) with regard to your care and/or treatment if your privacy has not been maintained.
- Give you or your legal representative access to your medical information.
- Process requests for correction to your file.

For further information, contact a privacy officer for Canterbury DHB through the hospital's telephone office, listed on this pamphlet.

You may however, take your concerns directly to the Privacy Commissioner's Office
PO Box 10094
The Terrace, Wellington 6143
Telephone: 0800 803 909 or (04) 474 7590

Our Vision | Ta Matou Matakite

To promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.

Ki te whakapakari, whakamaanawa me te whakahaere i te hauora Mo te orakapai o ka takata o te rohe o Waitaha.

Our Values | A matou uara

*Care and respect for others
Manaaki me te kotua i etahi*

*Integrity in all we do
Hapai i a matou mahi katoa i ruka i te pono*

*Responsibility for outcomes
Kaiwhakarite i ka hua*

Canterbury DHB staff are committed to working in partnership with you to achieve the best possible outcome.

It is expected that you will:

- Be involved in your treatment and care whenever this is possible
- Inform us if you believe your rights are not being considered
- Be sensitive to the needs of others
- Respect the privacy of others and keep in confidence any information gained about them
- Provide information that could assist with your care and treatment
- Respect the staff and property of Canterbury DHB.

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YOUR RIGHTS

Canterbury
District Health Board
Te Poari Hauora o Waitaha

YOUR RIGHTS when receiving services from Canterbury DHB

This is an outline of the rights guaranteed by the law known as the Code of Health and Disability Services Consumer's Rights. They apply to all health or disability services, whether you pay for them or not.

1. Respect

You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

2. Fair Treatment

No-one should discriminate against you, pressure you into doing something you do not want or take advantage of you in any way.

3. Dignity and Independence

Services should support you to live a dignified, independent life.

4. Proper Standards

You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.

5. Communication

You have the right to be listened to and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.

6. Information

You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs, and likely benefits and side effects. You can ask any questions to help you be fully informed.

7. It's Your Decision

It's up to you to decide. you can say no or change your mind at any time.

8. Support

You have the right to have someone with you to give you support in most circumstances.

9. Teaching and Research

All these rights also apply when taking part in teaching and research.

10. Complaints

It is OK to complain – your complaints help improve service. It must be easy for you to make a complaint and it should not have an adverse effect on the way you are treated.

A full copy of the Code of Rights is available in English on request. The Canterbury DHB provides an Interpreter service; please ask.

• Te Reo Māori

Kei te wātea atu i roto i te reo Māori te katoa o te tārua mō Te Mana Tikanga, mēnā ka tono mai. Whakarato ai Te Poari Hauora Ā-Rohe o Waitaha i tētahi ratonga whakamāori, me pātai koa noa mai.

• Gagana Sāmoa

Ua mafai ona maua le ata atoa o Faamatalaga faatulaga i Aiā Tatau ua tūsia i le gagana Sāmoa, pe afai e molimana'o mai i ai. Ua saunia e le Komiti Faale-itūmālō a le Soifua Mālōlōina (District Health Board) i Canterbury ni tagata faamatala upu; ia ē malie, fesili mai.

• 中文 / Chinese

備有《病人權益》小冊子之中文版可供索閱。坎特伯雷區衛生事務議會亦有提供翻譯服務，歡迎垂詢。

• 日本語 / Japanese

ご要望があれば、患者の権利に関する規程の日本語訳資料をご用意いたします。またキャンタベリー地区衛生局を通じて通訳を手配することもできますので、お気軽にお尋ねください。

• Arabic / عربي

توجد نسخة كاملة من قائمة الحقوق متوفرة باللغة العربية عند الطلب. إن مجلس الصحة في مقاطعة كانتبري يوفر لكم خدمة المترجم الفوري. يرجى السؤال عن كيفية الحصول على هذه الخدمة.

• Русский / Russian

По Вашей просьбе, Районный Отдел Здравоохранения (Canterbury District Health Board) Вам предоставит полную копию Закона о Правах на русском языке или переводчика.

• 한국어 / Korean

권리 조항 - 한국어로 된 문서가 준비되어 있습니다. 캔터베리 지역 의료국은 통역 서비스도 제공합니다; 필요하면 요청하십시오.

Making a verbal or written complaint

Some of the ways you can make a complaint.

- Approach the person(s) caring for you or the person in charge of the ward or department.
- Speak to the person at the hospital or service who manages complaints, by contacting the Telephone Office of the hospital or service you are attending, or call a number below:

Ashburton & Community Health Services	307 8450
Burwood Hospital	383 6836
Christchurch Hospital	364 0843
Hillmorton Hospital	339 1160
The Princess Margaret Hospital	339 1160
Christchurch Women's Hospital	364 4699

- Contact the General Manager of the hospital or service, or write to the Corporate Quality and Patient Safety at:
Canterbury DHB
PO Box 1600
CHRISTCHURCH

If you require independent support to assist you with your complaint, you may wish to use the free service of:

Nationwide Health and Disability Advocacy
Nga Kaitautoko

PO Box 1307, Christchurch Mail Centre 8140
Telephone: (03) 377 7501 or
Free Phone: 0800 555 050
Email: advocacy@hdc.org.nz

Health & Disability Commissioner
Auckland

PO Box 1791, Auckland 1140
Free Phone: 0800 112 233
Email: hdc@hdc.org.nz
Web: www.hdc.org.nz