

Responsibilities

To ensure you get the best outcome from your contact with Nelson Marlborough District Health Board, both within the hospital and in the community, we would like you to ...

- Participate in decisions regarding your health care.
- Ask for clarification or further explanation if you do not understand.
- Provide accurate and timely information about your past care and treatment and inform the health professional of issues that might interfere with participation in care or treatment, e.g. complementary medicines you are taking.
- Show consideration to staff and understand that they have a right to provide care and treatment free from intimidation, harassment, exploitation, abuse and assault.
- Refrain from bringing on NMDHB sites alcohol or other drugs not prescribed by a medical practitioner.
- Respect all NMDHB property and return loan equipment within agreed timeframe.
- Observe the non-smoking policy while on NMDHB sites.
- Please ask the staff if you have any questions or problems. They will refer you to the best person to help.
- If you are unable to keep an appointment please inform the relevant department as soon as possible.

Feedback

Nelson Marlborough District Health Board welcomes your feedback.

If you have any concerns about any aspects of your care during your contact with us or wish to compliment us on our service we would be happy to hear from you.

The options for contacting us are:

- Discuss your issues with the health professional who provided your care
- Ring and/or write to NMDHB's Regional Customer Service Co-ordinator at Private Bag 18, Nelson
- Phone (03) 546 1824 (Nelson Hospital)
- Phone (03) 520 9999 (Wairau Hospital who will forward your call)

If you wish to contact the local independent Advocacy Service or contact the Health and Disability Commissioner's national office please ring

0800 11 22 33.

This is a free service to health consumers.

DEC 2003

Code of Rights



Responsibilities

for

Patients, Clients and Residents



Nelson Marlborough
District Health Board

Your Rights *when receiving a* *Health and* *Disability Service ...*

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.

Fair Treatment

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

Dignity and Independence

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

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.

Communication

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

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.

It's your Decision

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

Support

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

Teaching & Research

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

Complaints

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

This is an outline of the rights guaranteed by the law known as the Code of Health & Disability Services Consumers' Rights. They apply to all health or disability services, whether you pay for them or not. A full copy of the Code of Rights is available. Please ask if you would like a copy (also available on site in audio and large print) at NMDHB Hospitals.

You are welcome to bring a person to accompany you, when you attend an appointment at the hospital.



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District Health Board