

# ACM SUBMISSION

## *ACSQHC Australian Charter of Healthcare Rights*


*Understanding my health rights:  
a guide for consumers*

**Date of issue: 2019**


[www.midwives.org.au](http://www.midwives.org.au)

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Australian College of  
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### Cover Sheet

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<b>Is this submission being made on behalf of an organisation? (Y/N)</b>					Yes
Name of Organisation	The Australian College of Midwives				
Postal Address of Organisation	PO Box 965, Civic Square				
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Which best describes the capacity in which you are responding?	Midwife/Other (Professional Organisation)				
Which of the following best describes where you are located?	N/A – National Organisation				

Organisational official who has authorised submission					
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### Section 1

1. *I think the information in this section is useful*

Agree.

2. *I think the language used in this section is clear and easy to understand*

Agree.

3. *I think the amount of information included in this section is appropriate*

Agree.

4. *Is there any other information that should be included in this section?*

No.

5. *Is there any information that should be removed from this section?*

No, the information included in this section is necessary. However, further clarity is needed to reflect what is meant by 'a similar set of rights' on page 3. Given the Charter is specific to health care rights, referring to another set of rights may be confusing and raise questions about whether the individual's rights are being upheld. Consistency is important with respect to health care rights.

6. *Please include any further comments about this section of the consumer guide in the space below:*

We would like to draw attention to the term 'frail aged' on page and query whether this is appropriate or whether it is intended to read 'frail and/or aged'? While the term is inclusive of those who are frail and aged, it is not inclusive of those who are frail but not aged or aged but not frail.

Include 'to a person' in the definition of a health care service i.e. 'A healthcare service is an organisation that provides information, care and treatment to a person for a health-related issue.'

### Section 2: Access

1. *I think the information in this section is useful*

Strongly agree.

2. *I think the language used in this section is clear and easy to understand*

Strongly agree.

3. *I think the amount of information included in this section is appropriate*

Agree.

4. *I think the additional resources listed at the end of this section are helpful*

Agree.

5. *Is there any other information that should be included in this section?*

Psychological barriers may be worthy of inclusion. Health should reflect a holistic approach and while physical barriers may be obvious, psychological barriers may not be so obvious. Psychological barriers may include distress or anxiety arising from a previous experience, phobias or stigma as examples. Health services should ensure that care acknowledges the importance of supporting care that minimises these significant, but often unseen, barriers and challenges for the individual.

6. *Is there any information that should be removed from this section?*

No.

7. *Are there any additional resources about Access that you think should be listed in Box 2?*

What about support and information for those who are not eligible to receive medicare cover. Could you point them to this information?

8. *Please include any further comments about the Access section of the consumer guide in the space below:*

Nil comments.

### Section 3: Safety

1. *I think the information in this section is useful*

Agree.

2. *I think the language used in this section is clear and easy to understand*

Agree.

3. *I think the amount of information included in this section is appropriate*

Agree.

4. *I think the additional resources listed at the end of this section are helpful*

Neither agree nor disagree.

5. *Is there any other information that should be included in this section?*

No, there is sufficient information provided in this section.

6. *Is there any information that should be removed from this section?*

Remove 'like you' from the sentence 'Like you, healthcare staff also have a right to work in a safe environment.' This reads as though the person receiving care also has the 'right to work in a safe environment'. This does not read well.

7. *Are any additional resources about Safety that you think should be listed in Box 3?*

These documents do not appear to be written for consumers. Are there consumer-friendly versions that might be more appropriate?

8. *Please include any further comments about the Safety section of the consumer guide in the space below:*

The opening statement 'Be cared for in an environment that is safe and makes you feel safe' could be a little clearer. We suggest 'Be cared for in an environment that meets safety and quality standards and makes you feel safe'

We particularly like the inclusion of a person's needs and preferences with respect to identifying and fulfilling health care needs.

Who are 'others' on page 9. Could you provide some examples to reflect who these others may be to avoid any confusion for the individual? Similarly, examples that reflect circumstances that might prompt a person to alert their care provider around issues of safety would be useful.

#### Section 4: Respect

1. *I think the information in this section is useful*

Agree.

2. *I think the language used in this section is clear and easy to understand*

Agree.

3. *I think the amount of information included in this section is appropriate*

Agree.

4. *Is there any other information that should be included in this section?*

No.

5. *Is there any information that should be removed from this section?*

No.

6. *Please include any further comments about the Respect section of the consumer guide in the space below:*

The opening sentence after the box on page 11 has two instances of the word 'including' in close proximity. Consider revising.

Change 'based on' to 'because of' in the sentence 'You have the right to be treated fairly and to not be discriminated against based on your age, gender, race, sexual orientation, religious beliefs, disability or other personal characteristics.'

We feel the following statement 'You should expect that the care provided to you recognises and respects your culture, identity, beliefs and choices' could be stronger. We

propose that this be changed to 'The health provider should recognise and respect your culture, identity, beliefs and choices.'

### Section 5: Partnership

1. *I think the information in this section is useful*

Agree.

2. *I think the language used in this section is clear and easy to understand*

Agree.

3. *I think the amount of information included in this section is appropriate*

Agree.

4. *I think the additional resources listed at the end of this section are helpful*

Neither agree nor disagree.

5. *Is there any other information that should be included in this section?*

Page 14 paragraph two should be changed to reflect that those receiving care understand information that is provided. As such, change to 'You should let your healthcare provider know if you need someone with you when talking about your care, or if you need some help communicating or understanding the information they provide.'

Include 'in your decisions' at the end of the final paragraph on page 15.

6. *Is there any information that should be removed from this section?*

Please remove 'talk to you' in the second paragraph and replace with 'Your healthcare provider should share information about your health...' Talk to you is condescending and does not reflect that this is a mutual process particularly given this section is about partnership.

7. *Are there any additional resources about Partnership that you think should be listed in Box 4?*

<https://www.safetyandquality.gov.au/sites/default/files/migrated/Partnering-with-Consumers-Embedding-partnerships-in-health-care.pdf>

8. *Please include any further comments about the Partnership section of the consumer guide in the space below:*

Dot point 2 in the box on page 13 should read 'Make decisions with the support of your healthcare provider...'

Dot point 3 – we propose this be changed to 'Choose people who will be involved in the planning and decision-making of your health care.'

Could better language be used to reflect 'cognitively impaired'?

Replace 'share decisions' with 'make decisions' in the last paragraph on page 14.

### Section 6: Information

1. *I think the information in this section is useful*

Agree.

2. *I think the language used in this section is clear and easy to understand*

Agree.

3. *I think the amount of information included in this section is appropriate*

Agree.

4. *I think the additional resources listed at the end of this section are helpful*

Agree.

5. *Is there any other information that should be included in this section?*

The last paragraph in the section 'informed consent' should specify that the health care provider will only proceed after the person has had time to consider all information provided about the treatment or test.

6. *Is there any information that should be removed from this section?*

Not sure that the second paragraph under 'second opinion' fits in this section. It does not relate to a second opinion specifically. Consider whether this needs to be explicit.

7. *Are there any additional resources about Information that you think should be listed in Box 5?*

Nil comment.

8. *Please include any further comments about the Information section of the consumer guide in the space below:*

Change last dot point to 'Be told if something has gone wrong during your health care including, how it happened, how it may affect you and what is being done to make your future care safe.'

Remove 'talk to you about' in the last paragraph on page 16 and replace with 'discuss all'

The third paragraph on page 17 should be changed to 'Your healthcare provider may advise you on which option they think would be best for you, but you are freely able to accept or decline the treatment offered.'

We are not sure that it is appropriate to suggest that interpreters 'should' be used. We suggest that this be changed to 'can be used' to reflect that it is the person's choice to access this kind of support.

Include a separate section for the National Relay Service as this is not the same as the interpreter service.

#### Section 7: Privacy

1. *I think the information in this section is useful*

Agree.

2. *I think the language used in this section is clear and easy to understand*

Agree.

3. *I think the amount of information included in this section is appropriate*

Agree.

4. *I think the additional resources listed at the end of this section are helpful*

Neither agree nor disagree.

5. *Is there any other information that should be included in this section?*

No.

6. *Is there any information that should be removed from this section?*

Remove 'if' from final paragraph on page 21.

7. *Are there any additional resources about Privacy that you think should be listed in Box 6?*

Nil comment.

8. *Please include any further comments about the Privacy section of the consumer guide in the space below:*

The first sentence should be changed to 'You have the right to have your personal privacy respected by the healthcare system and healthcare providers.'

#### Section 8: Give feedback

1. *I think the information in this section is useful*

Strongly agree

2. *I think the language used in this section is clear and easy to understand*

Agree

3. *I think the amount of information included in this section is appropriate*

Strongly agree



4. *Is there any other information that should be included in this section?*

No.

5. *Is there any information that should be removed from this section?*

No.

6. *Please include any further comments about the Give feedback section of the consumer guide in the space below:*

Change dot point 3 to 'Share your experience and participate in the improvement of health services and the quality of care they offer'.

### Section 9: Key contacts

1. *I think the information in this section is useful*

Agree.

2. *Are there any additional key contacts or resources that think should be listed in this section?*

No.

3. *Are there any key contacts that should be removed from this section?*

No.

4. *Please include any further comments about the Key contacts section of the consumer guide in the space below:*

Nil comments.

### General feedback about the consumer guide

1. *Where would you expect to see and use the consumer guide for the Australian Charter of Healthcare Rights? (Please select all that apply)*

- Directly provided to me by a healthcare professional
- Hospital waiting rooms and other areas
- Day procedure services
- Pathology and imaging services
- Allied health practices (e.g. dentists, physiotherapists, podiatrists)
- Pharmacies
- General practitioner clinics
- Aboriginal Medical Service
- Community services
- Migrant and refugee services
- Mental health services
- Consumer organisations

- Other (Please specify)
  - Maternity

2. *If you are a consumer, when would you like to receive the consumer guide?*

- Before a consultation
- During a consultation
- Before going to hospital
- During a hospital stay
- Before surgery
- To resolve a complaint

3. *If you are a healthcare provider, when would you most likely provide the consumer guide to your patients?*

- Before a consultation
- During a consultation
- Before going to hospital
- During a hospital stay
- Before surgery
- To resolve a complaint

4. *If you have any final comments or suggestions about the consumer guide, please include these in the space below:*

The additional resources are useful but we are intrigued to know how this guide will be provided to consumers. If provided in hard copy, the links will need to be provided in full rather than as hyperlinks for ease of access.