



**JETTY ROAD DENTAL CLINIC**  
**CHARTER OF PATIENTS RIGHTS**

**MY RIGHTS**

**WHAT THIS MEANS**

**ACCESS**

I have the right to health care.

I can access services to address my healthcare needs.

**SAFETY**

I have a right to receive safe and high quality care.

I receive safe and high quality health services, provided with professional care, skill and competence.

**RESPECT**

I have a right to be shown respect, dignity and consideration.

The care provided shows respect to me and my culture, beliefs and personal characteristics.

**COMMUNICATON**

I have a right to be informed about services, treatment, options and costs in a clear and open way.

I receive open, timely and appropriate communication about my health care in a way I can understand.

**PARTICIPATION**

I have a right to be included in decisions and choices about my care.

I may join in making decisions and choices about my care and about health service planning.

**PRIVACY**

I have a right to privacy and confidentiality of my personal information.

My personal privacy is maintained and proper handling of my personal health and other information is assured.

**COMMENT**

I have a right to comment on my care and to have concerns addressed.

I can comment on or complain about my care and have my concerns dealt with properly and promptly.