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The attached 'Rights & Responsibilities' of patients at Glenside Hospital was added to by a patient who wishes to be anonymous.

As you can see, she was not very impressed by the service. This is not hard science but at a glance it gives the immediate impression from a patient's viewpoint

Alice Caseleyr

*This pamphlet is aimed at answering
any initial questions you may have
about being admitted to the*

Royal Adelaide Hospital

Glenside Campus Mental Health Service.

Please address letters to:

Royal Adelaide Hospital
Glenside Campus Mental Health Service
Patient Services Adviser

PO Box 17
Fullarton SA 5063

*Office hours Mon-Fri
(business hours)*

TEL 8305 1580
and speak with Margaret

FAX 8303 1234

EMAIL mscheil@glenside.rah.sa.gov.au

Contact numbers

Patient Services Adviser 8305 1580
Fax 8303 1234

*After Hours -
Please contact
the Duty Nurse
Manager via the
switchboard.*

Please note:

*Lost property issues are managed at
the ward level.*



ROYAL ADELAIDE HOSPITAL

*Glenside Campus
Mental Health Service*

Patient Services Adviser

Your views are important to us!

- *Queries*
- *Concerns*
- *Suggestions*
- *Compliments*
- *Complaints*



*Together we can make
a difference*



ROYAL ADELAIDE HOSPITAL

*Glenside Campus
Mental Health Service*

TELEPHONE (08) 8303 1111
Toll free 1800 182232
226 FULLARTON RD, GLENSIDE, 5065

Serving South Australia for 150 years

RAH.10.01.162

PATIENT/CONSUMER
INFORMATION
OCTOBER 2001

Outside Please tell us -- we want to know

Royal Adelaide Hospital is committed to providing a high quality service, which meets our patients'/consumers' expectations.

We want to give the best possible health care to our patients'/consumers. You can help us to provide a high quality service by giving us feedback about your experiences of it. We value your opinions.

Not all feedback will be positive. In a community which has different interests, wants and needs, sometimes problems can occur. ✓

These issues can often be resolved if consumers and service providers respect each other's rights and responsibilities.

How you can comment or make a complaint

- Your comment or complaint should be addressed to the staff caring for you, for example your Doctor, Clinical Nurse Consultant or Social Worker.
- If you are still unhappy with the outcome, your concerns should be made known to the Patient Services Adviser in writing or by phone call.
- The Patient Services Adviser is a senior hospital staff member who is able to assist you to address any concerns you may have.
- Your feedback will be treated sensitively.

Your rights

You can expect staff to introduce themselves and advise you of their role in your care. No

You can expect us to treat you with dignity, respect and compassion. No

You can expect us to respond appropriately to any concerns or queries. No

You can expect to be involved in your care planning and for staff to liaise with other health workers to ensure continuity of care. No

You have the right to receive a full, clear explanation of the treatment, medications and tests, which are recommended to you. Proceed

You have the right to involve family members ~~and~~ with the treating team in making decisions about your treatment. We will enforce this.

You are encouraged to discuss and negotiate treatment options within the limits of the Mental Health Act. If you are detained or have a Community Treatment Order you have the right to appeal. Staff will give you the forms on request. No

You can expect to have your personal information kept confidential. No

You can expect to have your personal privacy respected. No

You can expect support to help you to manage your own health and well being. No

Your responsibilities

We expect that you will assist in your care by:

- Outlining your expectations of how you would like to be helped. No
- Informing your health worker of your medical details including any problems or complications experienced. Not previously, any allergies you have and/or any medications you are currently taking.

Asking for further explanation if you want to clarify any part of your treatment.

Co-operating with any treatment that you and your health worker have agreed to, for example by reporting any change in your condition to the health worker. Not interested

Treating staff with respect, being non abusive and non threatening, and by referring to them by their proper or preferred name. And use full

Helping staff by being aware of the demands on them and by Set up communicating your needs with normal courtesy. Obviously emergency and immediate care needed by another patient/consumer will determine how quickly your request can be addressed.

Advising staff of your whereabouts at all times so that they can co-ordinate your care appropriately.

Following hospital rules and respecting that they are for the benefit and safety of all patients/consumers, and expecting your visitors to do the same.