

	Statements of Rights, Privacy & Responsibilities		Written By: Quality Manager	
			Authorised By:	Leadership Group
DOC ID: GEN.005	Date Issued: May 2004	Date Last Reviewed: May 2017	Date of Next Review: May 2020	Version No: 1.3

Purpose

To ensure patients/clients are aware of their rights and responsibilities. To ensure that all staff are aware of patient/client rights and responsibilities and observe these rights.

Policy

Rights

Hutt Valley DHB acknowledges its obligations under the Code of Health and Disability Services Consumers’ Rights including the need to promote awareness of the Code to consumers so that they can exercise their rights accordingly and to facilitate fair and efficient resolution of complaints relating to the infringement of those rights.

Advocacy:

Hutt Valley DHB supports the role of the health advocates services appointed through the Health & Disability Commissioner and will encourage consumers to access these services to assist in the facilitation and resolution of alleged breach of rights.

Privacy:

Hutt Valley DHB acknowledges its obligations under the Health Information Privacy Code and will ensure that all internal procedures relating to the collection, use and disclosure of health information comply with the code.

Hutt Valley DHB’s privacy officer will provide first-line advice and support to staff involved in making decisions regarding health information. The organisation’s legal team may be consulted by the privacy officer to ensure correct advice is provided.

Responsibilities:

Hutt Valley DHB expects patients/clients who access services to acknowledge and comply with certain responsibilities while using those services. These responsibilities will ensure the safety, privacy and consideration of other users of Hutt Valley DHB services, of visitors and of staff providing the services.

Procedure

Availability of Information:

The following publications are available throughout Hutt Valley DHB services: Code of Health & Disability Services Consumers’ Rights pamphlets and posters Health & Disability Advocacy – “having a problem with a health or disability service” pamphlets

- HUTT VALLEY DHB “Your Rights & Responsibilities” pamphlet

In addition, various HUTT VALLEY DHB patient/client information pamphlets and booklets contain information regarding rights, complaints procedures and support available.

Staff Education:

Education sessions are arranged in line with the Health & Disability Commissioner's Office, the Health Advocates Network and the Privacy Commissioners Office to facilitate learning and discussion of consumers' rights. Various staff provide adhoc education, support and advice throughout Hutt Valley DHB as required.

Monitoring:

Audits are conducted throughout Hutt Valley DHB of the Health & Disability Code of Consumers' Rights and the Health Information Privacy Code. These audits are designed to increase staff awareness of their obligations under these codes and to alert the quality/privacy officer to ongoing education requirements.

References

Health and Disability Commissioner Act 1994
Code of Health and Disability Services Consumers' Rights Regulations
Health Information Privacy Code 1994
Feedback Policy
Interpreting Services Policy
Informed Consent Policy