

WEST COAST ENDOSCOPY CENTRE

PATIENT RIGHTS

- Be treated with respect for your dignity, beliefs and right to privacy
- Expect high standards of care consistent with your needs
- An explanation of your procedure and its associated risks before giving consent
- Be included in decisions and choices about your care
- The services of an interpreter
- Decline treatment after accepting responsibility for the consequences
- Have advice on how to make a complaint/compliment
- Be aware of all costs involved in your treatment as far as possible
- Advice on care after discharge
- Access to your medical record if required

As a patient of WCEC you have the responsibility to;

- Co-operate with staff during your treatment in order to aid your recovery
- Be open and frank about your medical history so as to ensure you receive the best care
- Let staff know about any special needs you may have including dietary, language, cultural or religious needs
- Accept the consequences of your own decisions on health matters
- Direct any criticisms of the facility to a staff member so that appropriate steps can be taken to remedy any problem (refer to complaint brochure)
- Respect the dignity of staff members, other patients and visitors and their right to a safe environment. Aggressive behaviour may result in the withdrawal of care.
- Keep scheduled appointments and let staff know if you are unable to do so.
- Remain responsible for the security of your own property
- Be considerate in your arrangements with the Centre
- Have respect for our relevant policies