**Patients’ rights and responsibilities**

**Code of Rights and Responsibilities**

When delivering health and disability services, Mary Potter Hospice must uphold the rights of patients and whānau, as specified by the Health and Disability Commissioner’s Act 1994. All patients and whānau receiving Mary Potter Hospice palliative care services should be notified of their rights and responsibilities before Hospice/ Palliative care begins. Decisions and choices made by patients and whānau will guide their Hospice care.

**Right One – Respect and Privacy**

Patients are always treated with respect. This includes recognition of their culture, values and beliefs, regardless of ethnicity, religion, gender or sexual orientation. Patients and whānau should be given the opportunity to share what is important to them to guide their Hospice care.

Patients privacy is always respected, with the understanding that discussion, consultation, examination and treatment remains confidential to Mary Potter Hospice staff and other healthcare professionals involved in their care (e.g. the GP, District Nurses or hospital staff).

**Right Two – Fair Treatment**

Patients are treated with ongoing holistic assessment of their needs, without discrimination, coercion, harassment or exploitation.

**Right Three – Dignity and Independence**

Care is provided that supports the dignity and independence of patients, focusing on their comfort, goals of care and quality of life.

**Right Four – Appropriate Standards**

All patients receive high quality care that meets professional standards by staff who are trained and competent to perform their duties. Provision of care aims to meet the individual needs of patients within resources available at Mary Potter Hospice. Everyone involved works collaboratively to coordinate patient - centred care and ensure ongoing quality and continuity of services.

**Right Five – Communication**

Patients and whānau have a right to be listened to, understood and to receive information in a manner they understand. When it is necessary and practicable an interpreter should be made available if required.

**Right Six - Information**

Patients and whānau can ask any questions to help them to be fully informed, e.g. about the state of the patient’s health, explanation of their condition, treatment options available and information to help with their care. Patients and whānau can receive information about the Hospice’s policies and procedures. Information to consult with other specialists will be given if requested, at the patient’s / whānau’s own expense.

Personal information about each patient is held confidentially, in accordance with the Health Information Privacy Code, 2020. Information may need to be shared with other healthcare professionals involved in the patient’s care and can be used for monitoring and providing ongoing palliative care for the patient. Occasionally information is used for training purposes, e.g. other health professionals or health research and for administration purposes at Mary Potter Hospice. Patient confidentiality is maintained at all times, so identity of patients is not revealed.

**Right Seven – Informed Choice and Consent**

All patients have a choice to decide and be provided with all the information that will assist them to make informed choices about their treatment and care options. They have a right to know about the benefits, side-effects, potential complications and / risks, and must give their informed consent prior to any assessment, procedure and treatment occurring.

Patients can choose to withhold or withdraw their consent at any point. If patients decline to undergo assessments, treatments / procedures, they must understand that they will take responsibility for their decision and any consequences. If patients decide to leave the Hospice against a Doctor’s advice, they must be informed of the risks involved.

If a patient is unable to give their informed consent (e.g. they’re unconscious or cognitively impaired), health professionals will ask a person who is entitled to act on the patient’s behalf to consent, with the best interests of the patient in mind.

Staff working at Mary Potter Hospice follow processes outlined in the Hospice’s Informed Consent Policy.

**Right Eight – Support**

Patients have the right to have a support person or people of their choice with them and present during discussions about their treatment or condition. However, this must not compromise safety or jeopardise other consumers’ rights.

**Right Nine – Teaching and Research**

Mary Potter Hospice is a teaching and research facility. Patients may be asked for their consent to be involved with surveys and or teaching of medical and nursing students. Patients are able to decline or withdraw their consent at any time without incurring any prejudice to their care.

Throughout the year, students from health related disciplines visit and work in the Hospice’s inpatient unit. They are always supervised by senior staff and if a student wishes to assist in a patient’s care, permission is always sought from the patient beforehand.

Research at Mary Potter Hospice is sometimes undertaken by health professional and in this instance, permission is always sought from patients prior. As part of the Hospice Quality Improvement Program, patients or their whānau may be asked for consent to be interviewed whilst staying in the inpatient unit or at their home, or a postal survey may be sent. Information from interviews / surveys remains anonymous and confidential.

**Right Ten – Feedback and Complaints**

We welcome feedback from patients and whānau about their experience whilst receiving care at Mary Potter Hospice. It is important that we utilise feedback, because it can help us identify areas for improvement to enhance the quality of care that patients receive.

If patients or their whānau wish to make a complaint about any aspect of care provided, Mary Potter Hospice has a robust complaints process in place, ensuring a timely response with a fair and efficient resolution. Making a complaint will in no way prejudice the care patients receive.

If patients or whānau need help to lodge a complaint, we are happy to assist. This can be done by either discussing with one of our Palliative Care Coordinators or contacting one of our managers at Mary Potter Hospice.

Patients and whānau are welcome to contact us by telephone: 04 389 5017 or in writing to: PO Box 7442, Wellington South 6242. They may wish to lodge a complaint with the Health and Disability Commissioner, and contact details are: Health and Disability Commissioner, PO Box 12299, Thorndon, Wellington 6144.

**Mary Potter Hospice** **asks our patients, their whānau and friends:**

* To respect the safety of all Mary Potter Hospice staff involved in their care while visiting them at home
* To provide to the best of their knowledge, information about the patient that is accurate, regarding their health related issues
* To consider other patients at Mary Potter Hospice, with particular regard to safety measures, e.g. observing No Smoking areas, limiting noise and numbers of visitors
* To inform staff if the patient or their whānau no longer wish to continue with palliative treatment or services
* To ask us any questions or concerns they may have, whether it’s about the patient’s condition, aspects of their care or other information pertinent to Mary Potter Hospice.