

PATIENT RIGHTS, RESPONSIBILITIES AND PRIVACY



AUSTRALIAN COLLEGE OF
OPTOMETRY

The Australian College of Optometry (ACO) is committed to ensuring that all patients who access our services have adequate information about their rights and responsibilities.

Patient Rights

As a patient you are entitled to receive the best possible care that is appropriate to your health needs.

You have the following rights:

- **Access:** You have a right to healthcare
- **Safety:** You have a right to receive safe and high quality care
- **Respect:** You have a right to be shown respect, and to be treated with dignity and consideration
- **Communication:** You have a right to be informed about services, treatment options and costs in a clear and open way, with the assistance of an interpreter if required (this must be arranged prior to your appointment)
- **Participation:** You have a right to be included in decisions and to make choices about your healthcare
- **Privacy:** You have a right to privacy and confidentiality of your personal information
- **Comment:** you have a right to comment on your healthcare, and to have your concerns addressed

Patient Responsibilities

Help us to provide you with the best possible care by:

- Treating the staff, patients, students, and other visitors with respect and courtesy
- Complying with ACO's zero tolerance of violence, abusive behaviour and harassment toward any person in our building
- Providing accurate information, as best you can, about your health and well-being
- Attending your appointment on time or giving 24 hours notice where possible if you are unable to attend
- Acting in a way that will mean you and other people are safe when visiting us or when you are with our staff
- Being actively involved in your health care, including asking for more information if there is anything you don't understand and discussing any concerns you have with a relevant member of staff

Patient Privacy

The ACO is committed to protecting and preserving the privacy rights of our patients. The ACO collects information from our patients in the course of providing optometry services and products. The ACO provides de-identified data to the Department of Health and Human Services for planning, funding, monitoring and evaluating our services and functions. We are bound by the Health Records Act 2001; Federal Privacy Act 1988; and the Australian Privacy Principles.

How to provide Feedback

Patient feedback is important to us. If you (or your family/carer) have comments, compliments, suggestions or concerns about any aspect of your care, please tell the optometrist providing care.

You can also:

- Discuss your concerns with a senior member of staff
- Complete an ACO Patient Feedback form (available on the ACO website and in all ACO waiting areas)
- Contact us using the telephone number or email address below

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Tel: 03 9349 7400 Email: clinic@aco.org.au