

Clients' rights, responsibilities and expectations



Useful information

Privacy

We are accountable not only as ethical and professional practitioners to keep our client's personal information private and confidential but we are accountable by law.

We need to keep in mind that privacy does not just cover information that we write down. Our client's privacy needs to be considered across 3 different areas: clinical notes, auditory privacy and visual privacy—privacy of written information (secure and authorised access), privacy from what can be heard by others and privacy from what can be seen by others.

Confidentiality

Confidentiality is a complex and potentially problematic issue for physiotherapists. There is a general acceptance amongst health professionals that certain common breaches of confidentiality are unjustified (such as indiscreet discussions in public places). Other situations however, may present genuine ethical dilemmas. Our codes of conduct, both the Physiotherapy Board of Australia and APA code of conduct describe a principle and values-based approach to deciding what to do with these dilemmas. In saying this, there are certain circumstances where it is our duty of care to breach confidentiality and that is where the public or our client is in immediate harm, eg suicide ideation.

Policy

Purpose

Our clients have rights when they receive our services and we uphold these rights. Our practice educates staff about culturally appropriate care for predominant cultural groups within our local client base.

Our clients have responsibilities when they receive our services. They are asked to support the staff in ways that will provide us with every opportunity to deliver safe and quality services. We are also clear about what our client is to expect when receiving physiotherapy so that our clients have a good physiotherapy experience.

To enter an agreement between two parties for an outcome ie the client and the physiotherapy practice/physiotherapist agree to receive and deliver physiotherapy services respectively, both parties need to collaborate, be informed and agree upon rights and responsibilities.

This policy also helps manage client expectations which reduces the likelihood of an incident or negative feedback.

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Scope

All staff, clinical and administrative, recognise the rights of our clients, are clear in providing expectations and rely on clients upholding their responsibilities.

Background

It is our duty of care to uphold the rights of our clients. Our code of conduct expressly describes this in the Physio Board of Australia code and APA code. We also recognise that our clients' physiotherapy experiences are better if they are informed and understand what to expect from our services.

As health care providers we need to be assured that our clients inform us of all their current information relating to their treatment and of any changes that occur along the way. They also have a responsibility to help us use our resources wisely by cancelling or modifying appointments that are within their control. We also expect our client to treat us with civility.

The Australian Charter of Healthcare Rights describes the rights of clients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows clients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high-quality health system. A genuine partnership between clients, consumers and providers is important so that everyone achieves the best possible outcomes.

Policy statement

Our client's rights

Our team members are aware of our client rights:

Access- a right to access our physiotherapy services. Our practice team is aware that discrimination against people reduces their access to health care and puts their health at risk. Our clients have the right to know the qualification/s of our physiotherapists and see the physiotherapist of your choice.

Safety- a right to receive safe and high-quality care. A right to be part of the conversation when seeking informed consent.

Respect- a right to: be shown respect, dignity and consideration; be offered culturally appropriate services, refuse intervention or seek a further opinion.

Communication- a right to be informed about services, treatment, options, costs in a clear open way

Participation- a right to be included in decision and choices about their care

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Privacy-a right to privacy and confidentiality of their personal information

Comment- a right to provide feedback on care and have their concerns addressed

Our client's responsibilities

Our clients are aware of their responsibilities to us as their healthcare provider:

Communication- a responsibility for; fully disclosing all relevant information and to consider the available treatment options by asking questions about aspects of their treatment that they do not understand

Respect-a responsibility to respect staff

Participation-a responsibility to be involved (as much as possible or that of a shared decision maker/carer) in their healthcare journey

Privacy-a responsibility to respect the privacy of our staff and other clients

Use of resources- a responsibility to cancel or modify appointments where the change is within their control

What our clients will expect

We have a duty of care to provide a quality experience thus we fully inform our clients on what to expect when attending physiotherapy.

They expect that:

- The physiotherapist will make physical contact with them and ask them to remove some clothing.
- We will ask for your client's consent to proceed with treatments and to share information with other people such as worker's compensation insurers.
- We sometimes run late for appointments. We do what we can to stay on time however providing our best care for some clients may take a little longer.

Procedure

Process or tasks	Evaluation
Each staff reads and understands the policy	<ul style="list-style-type: none">• Each staff indicates compliance to compliance person
Each client is provided with the practice's 'Client rights, responsibilities and expectations' information (resource) at the initial appointment	<ul style="list-style-type: none">• The client signs that they have read and understood the information and this is kept with their file notes
Appointments: <ul style="list-style-type: none">• no shows are followed up at the physiotherapist's discretion• Cancelled or modified by the practice- clients are provided with a number of appointment options	<ul style="list-style-type: none">• Collect data no show numbers

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Related documents

Name and version	Location
Federal Disability Discrimination Act (1992).	www.humanrights.gov.au/our-work/disability-rights
Australian Charter of Healthcare Rights	https://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/
Physio Board of Australia code of conduct	http://www.physiotherapyboard.gov.au/Codes-Guidelines/Code-of-conduct.aspx
APA code of conduct	http://www.physiotherapy.asn.au/DocumentsFolder/Advocacy/AIR31_APA_CODE_OF_CONDUCT.pdf

Version details

Version control	Document name	Date
Version 1	Client's right, responsibilities and expectations	Nov 2021

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Client resource

Making the best of your physiotherapy experience

At Addlife Health, we want you to have a good experience with our services. To do this we do the following things:

- We understand that you have rights to a safe and high-quality physiotherapy service. You can have your say in treatment options and your personal information is kept private and confidential. We have a privacy policy in place and we take all the reasonable steps to keep your notes secure. Please read our privacy policy attached to this form.
- We explain what to expect from your visit. For example;
- Your physiotherapist will make physical contact with you and ask you to remove some clothing.
- We will ask for your consent to proceed with treatments and to share information with other people such as worker's compensation insurers.
- We sometimes run late for appointments. We do what we can to stay on time however providing our best care for some clients may take a little longer.
- We ask that you help us in number of ways too.
- Please ask us all the questions you need to help you understand your condition and treatment.
- When it comes to cancelling or modifying your follow- up appointments and if it is within your control, please let us know as soon as you can rather than not turn up. This means we can offer the time to an urgent case and hope that we can do this for you too if you ever need an urgent appointment.
- Please pay for your appointment on the day. If you are eligible for subsidised treatments such as Medicare, Private health insurance, workers compensation of motor accident, please talk to one of our friendly staff.

Please write your name, date and sign below to state that you have:

- read and understood the above information and
- read and understood our privacy policy and
- understood how we use your personal information

You may wish to opt in to receive our newsletter, or offers about our services or products

Yes, I wish to receive <the practice name's> news/email/text/about services and products

Name:	Sign:	Date:
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