

CLIENT RIGHTS AND RESPONSIBILITIES AT WOMEN'S HEALTH

Principle One: Rights

- clients have a right to be treated fairly and respectfully by Women's Health staff, and in a manner that is free from any discrimination;
- clients have the right to communicate with Women's Health staff in a form and language which makes information accessible to them;
- clients have the right to comment on or complain about the service without reprisal and to have that complaint dealt with promptly and fairly;
- clients have the right to receive health information by registered health care professionals.
- clients' health information will be treated confidentially.

Principle Two: Responsibilities

- clients are responsible for their own health;
- clients are responsible for treating the staff at Women's Health with respect and in a manner that is free from discrimination or harassment;
- clients are responsible for disclosing all relevant information regarding their health enquiry;
- clients are responsible for seeking further health advice, care or treatment if required, following any information provided by Women's Health.