



Implementing the Code of Health and Disability Services Consumers' Rights

Summary

Kimi Hauora Wairau –Marlborough PHO wishes to meet the requirements of the Health and Disability Commissioner Act (1994) and the Code of Rights (1996). It will seek to ensure that it implements the code and practices in a way that is in the spirit of the legislation.

This policy relates to how Kimi Hauora Wairau –Marlborough PHO will demonstrate its commitment to the Code of Health and Disability Services Consumers' Rights

Policy

Staff

1. All clinical and administrative staff members will undertake training in Health and Disability at a level that is appropriate to their role. Training will be undertaken 3 yearly to ensure they remain abreast of current thinking and changes to legislation.
2. All staff will be able to describe that Patients /Consumers have the right to

Right 1: the right to be treated with respect

Right 2: the right to freedom from discrimination, coercion, harassment, and exploitation

Right 3: the right to dignity and independence

Right 4: the right to services of an appropriate standard

Right 5: the right to effective communication

Right 6: the right to be fully informed

Right 7: the right to make an informed choice and give informed consent

Right 8: the right to support

Right 9: rights in respect of teaching or research

Right 10: the right to complain

3. All staff will be aware of the policies and processes in the organisation which relate to the Code, and be able to direct Patients /Consumers appropriately to these. Including but not limited to;
 - Privacy Policy
 - Procedure for Significant Event Management
 - Health Services Delivery Provider Privacy Policy
 - Complaint Policy
 - Consent
4. Clinical staff will comply with the relevant Standards and competencies of
 - Their Professional bodies
 - RNZCGP 'Cornerstone' criteria
5. All clinical and administrative staff members will ensure documentation relating in any way to the Patient / Consumers care is undertaken promptly, accurately and completely.
6. Reasonable steps will be taken to ensure that Patients / Consumers receive timely and appropriate information on all aspects of their care.

Provision for Patients and Consumers

1. Kimi Hauora Wairau –Marlborough PHO will inform Patients / Consumers of their rights pertaining to the Code, when they access our Health or Disability services. Information will be displayed in an appropriate area(s) for Patients / Consumers to access.
2. Written information will be available on local Advocacy Services and how to contact the Advocate for Nelson / Marlborough directly.
3. Patients / Consumers will be made aware of the Kimi Hauora Wairau – Marlborough PHO policies on Privacy and Complaints. They will be informed of a contact person if they have concerns regarding breaches of these policies.