

Your Rights & Responsibilities

As clients, carers, family members or visitors of Country & Outback Health you have the right to:

- Access our services
- Receive high quality health care within an environment that you feel safe
- Be treated with respect and dignity regardless of culture, religion, beliefs, values, sexuality, age, gender or ability
- Receive clear, helpful communication regarding your health care in a way that you understand
- Actively participate in decisions about your care by speaking with your health care worker and having your questions answered
- Ensure that your personal and medical information is kept secure, maintaining your privacy and confidentiality
- Comment on your care, what's going well and what's not working for you

As clients, carers, family members or visitors of Country & Outback Health it is your responsibility to:

- Be courteous when accessing our services, be on time or let us know if you can't make it
- Tell us about your medical history, any medication you take or allergies you may have, to help us to keep you safe
- Respect our staff, our clients and our culture
- Keep up the communication, be open and honest with us and ask as many questions as you need
- Be involved, actively participate in the decisions that are made around your care
- Be aware of others; respect their privacy and confidentiality
- Comment on your care, tell us what we did well and what you think may need to change

Our locations

Country & Outback Health has eight regional offices, ideally located throughout country South Australia along with consultation rooms in many other country towns.

Please call us between 9am-5pm, Monday to Friday or visit our website www.cobh.com.au at any time for full program information and to find out more about our services.

Ceduna.....	8621 3850	Port Augusta.....	8643 5600
Clare.....	8841 4400	Port Lincoln.....	8621 3800
Kadina.....	8821 6700	Port Pirie	8638 3900
Nuriootpa.....	8565 8500	Whyalla.....	8644 4900



Country & Outback Health acknowledges the Australian Aboriginal & Torres Strait Islander peoples as the first inhabitants of the nation and the traditional custodians of the lands where we live, learn and work.



Country &
Outback Health

www.cobh.com.au



Country & Outback Health gratefully acknowledges the financial and general support from Country SA PHN and the Australian Government Department of Health.

Country & Outback Health is not an emergency service. If you require immediate support or medical assistance contact Emergency Services on 000 or go to your local hospital.

For non-emergency assistance contact the following 24-hour support lines:
healthdirect 1800 022 222, Regional Access 1300 032 186, Lifeline 13 11 14,
Mental Health Emergency 13 14 65, or Kids Helpline 1800 55 1800



Your health.
Our communities.
One mission.



Country &
Outback Health

Client information

www.cobh.com.au



How long will it be before I get an appointment?

Due to the high demand for our services there may be a waiting period before you will be offered an appointment. How long you will have to wait for your first appointment will vary depending on the service and location.

If during this time you feel you are getting worse, please contact your GP as soon as possible.

What information will be collected about me and who can access it?

If you are accessing one of our government funded programs we will record a range of identifiable and anonymous data. Identifiable information will help us to understand your needs and tailor your care.

Anonymous data such as age, gender and referral date are collected for reporting purposes. It will be included in project reports to the Department of Health who are our primary funding provider.

Your GP, health professional or health worker and Country & Outback Health staff will have access to both identifiable and anonymous information.

All information is collected, stored, used and disclosed in line with the Privacy Act 1988.

Information will only be accessed by staff on a need to know basis and staff are required to maintain the privacy of all clients. Any information collected cannot be identified or linked to you without your consent.

How can I provide feedback on my care?

Country & Outback Health is committed to maintaining a high standard of care and we welcome you to provide all feedback, both positive and negative on any part of our service or your interaction with our staff.

You, a family member, friend or anyone else can provide feedback via;

- Our health service evaluation form
- Our complaint form - via website
- Telephone (08) 8643 5600
- Email admin@cobh.org.au
- Fax (08) 8312 2506
- In person at one of our regional offices
- In writing - please see website for address details

What if I want to make a complaint?

You can use any of our feedback methods to make a complaint. The information that you provide will be handled confidentially and we will do our very best to investigate the complaint appropriately, fairly and within a timely manner. Please understand that some complaints may take time to resolve but we will keep you updated.

If you make a complaint anonymously, please be aware that this can make it more difficult to investigate and we will not be able to inform you of the outcome. If you would rather not provide your name but would still like to know the outcome you can nominate a friend or family member to manage the complaint for you. For a copy of our complaints policy please contact one of our regional offices.

Can I bring someone to support me?

Yes, you are welcome to bring a support person into any of your appointments.

Can I change the time of my appointment?

Please try your best to keep all your appointments, our services are often in high demand and each appointment is valuable. If you are unable to attend an appointment, please provide two business days notice if possible so that the appointment may be offered to another client.

Can I get the help of an advocate?

If you feel you need help to voice your views or concerns, access information or promote your rights you can ask someone to be your advocate or there are a range of advocacy options available for you or your carer, please contact;

The Office of the Public Advocate

www.opa.sa.gov.au

Disability Rights Advocacy Service Inc

www.dras.com.au, or

The Disability Advocacy & Complaints Service

www.dacssa.org.au

Reports

Please note that Country & Outback Health is unable to provide reports for medical or legal purposes, for workers' compensation, family court or any other legal matters.

How can I access my client records?

You can access a copy of your client record by completing an 'Access to Client Records' form which you can get by contacting one of our regional offices.