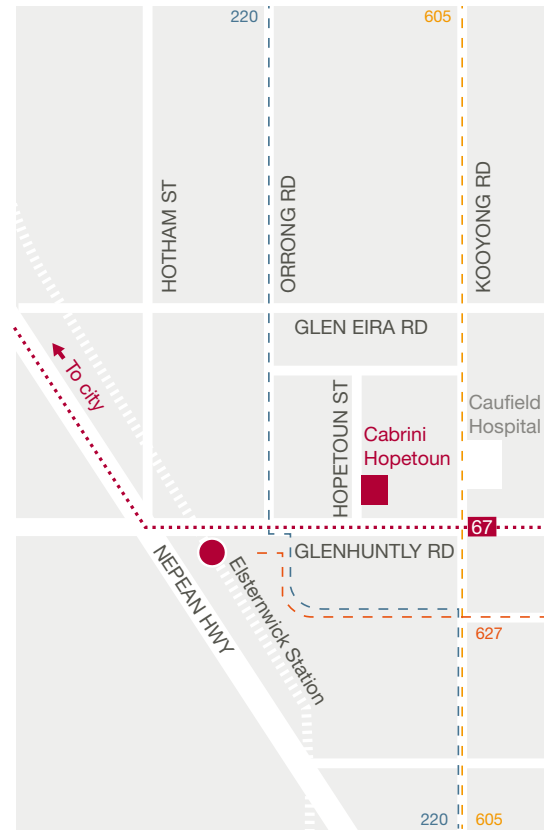




Melway Ref: 67 H3



Cabrini Hopetoun Rehabilitation Hospital

2 – 6 Hopetoun Street
Elsterwick Vic 3185

Outpatients Department
Tel: (03) 9524 3712 or 9524 3715

Fax: (03) 9528 5233

Email: outpatients@hopetounrehab.com.au
www.cabrini.com.au

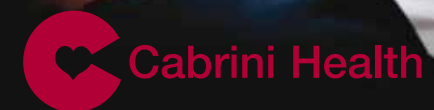


Cabrini Health

Sharing the healing mission of the Missionary
Sisters of the Sacred Heart of Jesus

**CABRINI
HOPETOUN
REHABILITATION
HOSPITAL**

Outpatients Rights & Responsibilities



Cabrini Health



RIGHTS & RESPONSIBILITIES

Cabrini Hopetoun provides rehabilitation services in accordance with the philosophies that guide Cabrini Health.

In line with Cabrini Health, Cabrini Hopetoun is committed to ensuring patients are aware of what they can expect during the outpatient treatment as well as advising them on their rights and responsibilities whilst maintaining the comfort and welfare of other outpatients and hospital staff.

OUTPATIENTS' RIGHTS

In addition to the overall Cabrini Health rights and responsibilities, rehabilitation patients also have a right to:

Rehabilitation Services

- Access to rehabilitation services in accordance with service availability and relevant rehabilitation clinical requirements.
- Be involved in decisions relating to the planned rehabilitation program.
- Negotiate a rehabilitation schedule based on service availability and their attendance capability.
- Be treated with dignity, privacy and respect.
- Confidentiality for all their personal and medical information.
- A right to informed estimated 'out of pocket' expenses.
- Have a relative or helper with them at consultations if requested or agreed to by the health professional.

Informed Consent

- Adequate information describing the planned outpatient related services to enable patients to give informed consent.

Access to Medical Records

- Have a right to apply in writing for access to their health information, which is held by Cabrini Hopetoun.

Address correspondence to:

Clinical Co-ordinator
Cabrini Hopetoun Rehabilitation Hospital
2-6 Hopetoun Street
Elsternwick Vic 3185

Comments & Complaints

- Raise issues/concerns regarding their outpatient rehabilitation service for review and resolution.

These can be raised with the treating therapists or, alternatively, can be reported through the Comments/Complaints brochures available from Reception. When completed these can be forwarded to the Clinical Co-ordinator.

OUTPATIENTS' RESPONSIBILITIES INCLUDE A RESPONSIBILITY TO

Actively participate in the Rehabilitation Program

- Provide the information necessary to plan and provide the required individual rehabilitation program.
- Report unexpected changes in your condition.
- Report if you are unsure or unhappy about any aspect of the planned program.
- Comply with the planned therapy program that has been agreed with the Rehabilitation Specialist and/or other therapists.
- Acknowledge acceptance of the planned program through signing the Informed Financial Consent for Outpatient Services.

Program Compliance

- Register for each outpatient session prior to commencement.
- Provide 48 hours notice of cancellation of an outpatients' session.
- Be aware of the potential consequences of failure to cancel or attend more than two appointments.

Responsibility for Valuables

- Accept full responsibility for valuables. Patients are advised not to bring valuables, or large sums of money, to the hospital as there are no secure storage facilities available.

Adherence to Hospital Regulations

- Show consideration to other patients and staff through adhering to the hospital regulations: no smoking on site; accompanying persons not to enter therapy areas unless invited by the therapist.