

Healthia Limited (the Company)

Patient Charter

This Charter sets out the structure and processes of the Patient Charter of Healthia Limited (Company).

Within Australia, the **Australian Charter of Healthcare Rights (ACHR)** applies to the entire healthcare system, and it allows patients, their families, their carers and the professional healthcare provider to have a common understanding of the rights of people receiving healthcare. Healthia fully adopts the Australian Charter of Healthcare Rights, specifically the rights to; access, safety, respect, communication, participation, privacy and comment.

All health professionals at Healthia are committed to providing patient-focused, high quality and safe healthcare. In order to provide our patients with clinical excellence, a partnership between our patients, their carers and families and Healthia professional staff is essential. At all times patients are provided care in a setting that is respectful of their cultural beliefs, values and personal characteristics.

Our patients benefit from a focus on caring and treatment of their conditions through well-defined communication and patient management strategies that integrate evidenced informed approaches to treatment and ongoing clinical care. Patients receive clinical care delivered with the highest standards of professionalism and competence.

Patients are encouraged to assist in the choices made regarding their health care delivery, and through this collaborative approach, Healthia expects its clinics, and its clinicians, will optimise patient outcomes by:

- providing evidence-informed healthcare
- adopting effective interdisciplinary cooperation and communication
- providing patients with interdisciplinary education
- providing efficient delivery of care through the co-location of services
- giving patients access to well-equipped facilities, and
- encouraging patient involvement in the decisions regarding their care

The Healthia patient charter ensures an integrated, effective and professional approach to allied health care. Healthia respects the right for privacy of all patients and is committed to complying with the Australian Privacy Principles (APPs) in the Privacy Act 1988. Healthia's Privacy Policy is available on the company's website.

All patients have the right to comment on their care and have their concerns addressed. At Healthia we commit to addressing any patient concerns by having these concerns investigated and responded to without delay. In this way Healthia can better understand our patient's health care experience and look at ways of improving our care in the future