



Patient Charter

We are committed to providing the best care for you or your loved ones every time you need us.

Every patient, every time.



Caring

"You were concerned about me"



Safe

"I felt safe with you"



Effective

"You gave me great care"



Connected

"Everyone knew what to do"

We listen and we take steps to understand what you need when you dial Triple Zero (000). We want you to feel cared for and safe.

We want you to know you can ask questions and that you're in the best hands from the moment you're in our care.

We're committed to learning from the feedback you provide us about your experiences with our services and people, and to making changes that help improve the way we work and care for you.

What you can expect:

Access

- ▶ Health care that meets your needs

Safety

- ▶ Receive safe care that meets national standards
- ▶ Be cared for in a way that makes you feel safe

Respect

- ▶ Be treated with respect, dignity and kindness
- ▶ Have your culture, identity, beliefs and choices recognised and respected

Partnership

- ▶ Be involved in decisions about your care, to the extent that you want to
- ▶ Have the people that you want included in your care

Information

- ▶ Be provided with clear information about your condition and treatments
- ▶ Be given assistance, if you need it, to help you to understand information
- ▶ Request access to your health information

Privacy

- ▶ Have your personal privacy respected
- ▶ Have information about you and your health kept secure and confidential

Give feedback

- ▶ Provide feedback or make a complaint about your experience
- ▶ Have your concerns addressed in a transparent and timely way

How you can assist:

To help us provide Best Care, we ask that you:

- ▶ Treat staff with respect
- ▶ Participate in your care decisions
- ▶ Share information to assist in your care
- ▶ Provide feedback about your experience
- ▶ Become an AV member to avoid ambulance costs