

Got any questions? Here are some frequently asked questions with the answers below. We hope these may be of help to you.

### Do you have some Ideas or Suggestions you'd like to share with us?

We are always striving to provide better services in better ways. If you have some ideas that you would like to share with us, please let us know.

You can send us an email, write us a letter, or drop a note into the Suggestion Box on our reception counter.

Don't be shy - we're keen to hear from you!

### What are Your Rights as a health consumer?

We endeavour to provide a very high standard of medical care mindful of the responsibilities we have to you as a consumer. If you feel we have fallen short of these standards in any way please let us know initially by making your concerns known to either the doctor with whom you are enrolled or to our Practice Manager.

#### Code of Rights

For more information please visit [www.hdc.org.nz](http://www.hdc.org.nz)

The Code of Rights establishes the rights of consumers, and the obligations and duties of providers to comply with the Code. It is a regulation under the Health and Disability Commissioner Act.

#### Right 1 - Right to be treated with respect

You have the right to be treated with respect, have your privacy respected and be treated in a way that takes into account your needs, values and beliefs.

#### Right 2 - Right to freedom from discrimination, coercion, harassment, and exploitation.

You have the right not to be discriminated against, harassed or coerced into doing things that you don't want to do.

#### Right 3 - Right to dignity and independence

You have the right to be treated in a way that respects your dignity and independence.

#### Right 4 - Right to services of an appropriate standard

You have the right to be treated with care and skill in a manner that meets your needs.

#### Right 5 - Right to effective communication

You have the right to open and honest communication in a way that enables you to understand what you are being told.

#### Right 6 - Right to be fully informed

You have the right to receive all the information that a reasonable patient would expect to receive to enable you to make an informed choice. You have the right to request a written summary of that information, and the right to ask questions.

#### Right 7 - Right to make an informed choice and give informed consent

You have the right to make an informed choice and give informed consent to treatment. You have the right to refuse treatment and to withdraw your consent to treatment.

You have the right to say who you would prefer to treat you and to have your preference met where practicable.

#### Right 8 - Right to support

You have the right to bring support people with you unless that would be unsafe or would interfere with another patient's rights.

#### Right 9 - Rights in respect of teaching or research

You have the same rights when you are participating in, or it is proposed that you participate in, teaching or research.

#### Right 10 - Right to complain

You have the right to complain about any of your treatment providers and to have your complaint dealt with in a manner that is fair, simple and fast.