

Your rights

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Staff identification

You have the right to ask for the name and qualification of any person attending to you. All staff attending to you should be wearing visible identification badges.

Customer service

We encourage you to fill out the Suggestions, Compliments and Complaints forms available in each ward and department. We appreciate compliments as well as constructive feedback as this assists us to review our services and make improvement where necessary. If you have concerns, some of the staff you could talk to include your nurse, doctor, the nurse manager, the ward social worker or the kaiawhina. They will do their best to resolve your concerns as quickly as possible. If you are still not satisfied, please write to:

The Quality Resource Unit, Whangarei Hospital, PO Box 742, Whangarei.

Phone: (09) 4304101, ext. 7209.

If you would like assistance or support from someone outside of our services to resolve your concerns, you may wish to contact the free, local advocacy service, the Health Advocates Trust - **freephone 0800 20 55 55**.

Consumers' rights

The Code of Health and Disability Services Consumers' Rights (1996) applies to all health services and disability support services in New Zealand. The purpose of the Code is to promote and protect the rights of consumers, and to facilitate the fair and efficient resolution of complaints relating to any infringement of those rights. Pamphlets advising on these consumers' rights in more detail are available in all wards and departments, and on the information stand in the main entrance.

For further information and advice, the Health and Disability Commissioner's office can be contacted on 0800 11 22 33.

Personal information and your privacy

While in hospital, doctors, nurses and other therapists will discuss your illness and treatment with you, and with your consent, your family. The Health Information Privacy Code (1994) sets out the rules which allow you to have access to your personal medical record. Patient notes may be destroyed after 10 years following their last contact with the health facility, but there may be some exceptions. If any part of your notes is withheld, you will be advised why and how you may appeal the decision. If you are in hospital, ask your doctor or nurse to arrange for you to see your medical record. If you have left the hospital, telephone or write to:

Request for Information, Clinical Records, Whangarei Hospital, P.O. Box 742, Whangarei or phone (09) 4304101, ext. 7460.

Enquiries

As we respect your privacy, when friends and relatives call the hospital they will be given only limited information about your progress. Your nurse can arrange for a relative or close friend to see your doctor for more detailed information if you wish.