

# 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 a visible identification label.

### **Customer service**

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 team leader, the social worker or the operations manager. They will do their best to resolve your concerns as quickly as possible. If you are still not satisfied please either complete the Suggestions, Compliments and Complaints form available in a stand along the ward corridor or write to one of the following:

### **Operations Manager**

Kaipara Area Health Services  
Northland DHB  
PO Box 112  
Dargaville 0340

Or

### **Quality Resource Unit**

Whangarei Hospital  
Northland DHB  
PO Box 742  
Whangarei  
Phone: (09) 430 4101 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 service Nationwide Health & Disability Advocacy Service on 0800 555 050. Pamphlets detailing this service as well as pamphlets advising on consumers' rights as relate to the Code of Health and Disability Services Consumers' Rights are on display in the ward corridor.

### **Personal information and your privacy**

While in hospital, doctors, nurses and other health practitioners will discuss your illness and treatment with you, and with your consent, your family. The Health Information Privacy Code sets out the rules which allow you to have access to your personal medical record. 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, call the hospital office on 439 7149 and ask for the form for requesting a clinical record which you need to complete. Please note that your inpatient record is held for at least ten years but it may not be available to you after this period.

### **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.