



Fresh Start 9.1 CLINIC Patient Rights and Needs Statement

1. **TRUSTWORTHY:**

I have the right to receive good quality medical care which promotes my safety, health and wellbeing. I can trust that the confidentiality of my health records and personal information held by Fresh Start is protected and managed in accordance with Fresh Start privacy protocols and state and federal legislation.

2. **SUPPORT:**

I can expect to receive compassionate and continuous care from medical and other staff who will support my health journey and provide medical care without judgement or bias.

3. **EMPOWERMENT:**

I can be supported to choose an alcohol and drug free life. My journey may not be easy or relapse free, but I can forgive and be forgiven as I work towards recovery and improved health.

4. **SAFETY:**

I have the right to safety, free from the threat of physical, verbal, emotional, sexual abuse or harassment. I am responsible, together with staff and others to create a safe place for everyone.

5. **COLLABORATIVE:**

I have the right to be informed and involved in decisions about my health care and treatment options. I also have the right to refuse recommended treatment, advice or procedures and to seek clinical advice from other health providers.

6. **TRANSPARENT:**

I can ask my doctor questions about my medications and treatment. I can request information about costs Fresh Start Clinic's services, policies and procedures. I have the right to honest, polite and accurate feedback from staff about my health, treatment and progress.

7. **RESPECT:**

I have the right to respectful care that promotes my dignity, privacy and safety. I will respect the needs and differences of staff and other clients and treat them with dignity.

8. **RESPONSIVENESS:**

I can access timely appointments with my doctor and receive prompt and confidential communication about my health conditions and diagnostic results. I can expect that if I have concerns or complaints that they will be listened to and treated seriously.

9. **HUMILITY:**

I can accept help with dignity and understanding.