

As a person who receives palliative care services **your responsibilities are:**

Communicate openly and honestly

- provide all relevant information to your care team - this includes your health history and any alternate treatments or complementary therapies you may be undertaking
- say no to things that you do not feel comfortable doing
- raise your concerns in a timely manner – always tell the care team if you have issues or complaints with the care being provided

Be actively involved in treatment and care decisions

- ask questions and seek information from your care team
- make decisions based on reliable and accurate information

Look after yourself and others

- practice self-care activities that may minimise stress and promote wellbeing and safety
- give family members permission to take time out to re-energise and rest
- show consideration and respect for the staff and volunteers who are providing your care.

Your Responsibilities

- ✓ Open Communication
- ✓ Ask Questions
- ✓ Self Care

Core Values for Palliative Care

Quality end of life care is provided by health care workers who:

- endeavour to maintain the **dignity** of the patient and their caregiver/s and family
- work with the strengths and limitations of the patient and their caregiver/s and family to **empower** them in managing their own situation
- act with **compassion** towards the patient and their caregiver/s and family
- consider **equity** in the ethical access and allocation of resources
- demonstrate **respect** for the patient, their caregiver/s and family
- **advocate** on behalf of the expressed wishes of patients, family/carers, and communities
- are committed to the pursuit of **excellence** in the provision of care and support
- are **accountable** to patients, family/carers and the community.

For further information contact:

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or



Standards for Providing Quality Palliative Care

for all Australians

Patient Rights & Responsibilities

What is Palliative Care

Palliative care is care provided for people of all ages who have a life limiting illness, with little or no prospect of cure, and for whom the primary treatment goal is quality of life.

As a person receiving palliative care you are an important partner in planning your care and managing your illness.

When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective as possible.

As a person who is receiving palliative care services, **you have the right to:**

Access palliative care based on your clinical and support needs

- access treatment regardless of diagnosis, age, cultural background or geography
- be treated with care, compassion, respect and dignity at all times in a safe and secure environment
- receive respite and supportive care that respects you and your family's psychological, social, emotional, spiritual and cultural needs
- access bereavement counselling, information and support services
- be supported to practice self-care activities that may minimise stress and promote wellbeing and safety
- care that is coordinated by your health care team to minimise the burden on you and your family
- access health professionals with the appropriate expertise

Be informed and involved

- expect staff to assist you and your family to understand your condition and what they can do to help you
- know the professional qualifications of those providing your care
- know and understand, before treatment or investigation commences, what tests, management or treatment is being considered, the benefits, risks, side effects or outcomes of these treatments, as well as alternative treatments
- seek further information or a second opinion before making a decision about your treatment or care
- refuse treatment, including life sustaining treatment, to the extent permitted by law
- expect members of the community to be given an opportunity to contribute to services to meet the needs of people requiring palliative care
- access information about relevant organisations and government services that may be beneficial

Your Rights

- ✓ Appropriate access
- ✓ To receive information
- ✓ To be heard
- ✓ Confidentiality

Be heard

- access interpreter services or cultural broker, if required, to assist you in the understanding of your condition/ illness/problem and the treatment to be undertaken
- discuss end of life issues in an honest and culturally appropriate manner
- consent or decline to participate in any research project. Your decision will not affect your access to appropriate care
- have an advocate of choice present to assist you in communicating your needs to staff

Confidentiality

- expect personal privacy and confidentiality of your medical details
- expect that information about you will only be given to a person who is not directly involved in your care when you have given permission or where required to by law.