

# Public Patient Charter

Fremantle Hospital & Health Service is committed to respecting the rights of patients under the Western Australian Public Patients' Charter. As a public patient you are entitled to:

- Free public hospital services.
- Treatment in order of need.
- To be treated with respect & dignity.
- Access to services throughout the State.
- Explanation of treatment and consent before being treated.
- A second medical opinion.
- Advice on care when you leave hospital.
- Confidentiality and access to your medical records.
- Consent before being involved in training or research.
- A simple procedure for making complaints.

## FREMANTLE HOSPITAL & HEALTH SERVICE

If we have been unable to resolve your complaint, another avenue for an independent review of your complaint is:

### The Office of Health Review

Level 17, St Martins Tower

44 St Georges Terrace

PERTH WA 6000

GPO Box B61, PERTH WA 6838

Tel: (08) 9323-0600

Fax: (08) 9221-3675

Country Freecall: 1800-813-583

If you require advocacy and support with the complaint process, contact:

### The Health Consumers' Council

Unit 13/14 Wellington Fair

4 Lord Street

PERTH WA 6000

GPO Box C134, PERTH WA 6839

Tel: (08) 9221-3422

Fax: 9221-5434

Freecall: 1800-620-780

Reviewed: January 2009

Next Review: December 2010

Do you have a concern or complaint about a service that you have received at our Hospital?



The information in this brochure will tell you how to let us know about your concerns.



Interpreter  
9431-2477

**Customer  
Relations  
Service**  
See over for contact  
details

FREMANTLE HOSPITAL &  
HEALTH SERVICE

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## How to make a complaint

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- You may discuss your concern with the staff involved or ask to speak to a more senior person.
- You can ask a staff member to arrange for you to speak to a Customer Relations Officer or phone the Customer Relations Service on 9431-2787 or from within the hospital dial extension 2787.

OR

- You may ask a staff member for a Comments & Suggestions Form to lodge your complaint.
- Complaints may also be lodged by phone, in person, in writing, email or via the hospital's internet site.

The address is:

Customer Relations Service

Level 4, F block

Fremantle Hospital & Health Service

Alma Street

FREMANTLE WA 6160

Tel: (08) 9431-2787 Fax: (08) 9431-2216

Email: [Fhcustomerrelations@health.wa.gov.au](mailto:Fhcustomerrelations@health.wa.gov.au)

Website: [www.fhhs.health.wa.gov.au](http://www.fhhs.health.wa.gov.au)

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To help us investigate your complaint, it would be helpful if you include details such as:

- What occurred and when, with dates/times if possible and who was involved.
- What you would like to see happen as a result of raising your concern.
- If you would like feedback on the outcome of your complaint, please provide your contact details.

### What happens next:

- Your concerns will be documented. None of the documentation will be placed on your medical record, it is filed separately with restricted access. The complaint process is confidential.
  - You will receive acknowledgement of your complaint by letter or telephone.
  - Your complaint issue/s will be investigated. This can take from 2 to 6 weeks. If there are delays, you will be kept informed of the progress.
  - You will be given the name and contact details of a person to speak to whilst your complaint is being investigated.
  - Once the investigation is completed, you will be informed of the outcome either by letter or telephone (unless you indicate otherwise). You will be offered the opportunity to comment should you wish to do so.
  - Lodging a complaint will not impact on any future care or treatment you may receive at this hospital.
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In order to help us provide the best level of care possible, we expect that as our patient you will:

- Tell hospital staff about your medical history and that of your family.
  - Tell staff about treatment or medication you were receiving when admitted to hospital.
  - Tell staff about any change in your condition or any other problems you may have, particularly any cultural or religious needs.
  - Be courteous and respect the role of hospital staff. Where people behave aggressively and hospital staff feel threatened, they have the right to withdraw care.
  - Follow treatment instructions or let hospital staff know if you cannot or do not wish to do so.
  - Tell hospital staff if you need more information or if there is anything you do not understand or are worried about.
  - Try to keep appointments and let hospital staff know if you are unable to do so.
  - Know that hospitals have a special role in training health care professionals. Your treatment may provide an opportunity for such training.
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