



“Your Health Our Concern”

PATIENT CHARTER

The Minister Dr. Bernard Haufiku launched the Patient Charter under the Theme “Your Health our Concern” in October 2016.

The newly launched Patient Charter will ensure the following

- Access
- Dignity and Respect
- Safe and Effective Services
- Communication and Information
- Participation
- Privacy
- Improving Health
- Accountability
- Confidentiality
- Respect

Access

Our services are organised to ensure that you have equity of access to public health and social care services.

Dignity and Respect

We will treat you, your family with dignity, respect and compassion. We will respect diversity of culture, beliefs and values in line with clinical decision making. Please treat staff with dignity respect and consideration.

Safe and Effective Services

We will provide services with competence, skill and care in a safe environment, delivered by trusted professionals for everybody. Support us in the delivery of

safe and effective services. If you think that a member of a healthcare team has forgotten to wash their hands, please give them a gentle reminder.

Communication and Information

We will listen to you carefully and communicate openly and honestly and provide clear, comprehensive and understandable health information and advice.

Active Participation

We will involve you and your family in decision making about your healthcare and will take account of your preferences and values.

Privacy and Confidentiality

We will do our best to ensure that you have adequate personal space and privacy when you use our health services. We maintain strict confidentiality of personal information.

Improving Health

Our services are designed to promote your health, prevent diseases and support and empower those with chronic conditions to self-manage their condition.

Accountability

We will welcome your complaints and feedback about your care and experience of services. We will investigate your complaints and work to address your concerns.

All Regional Health Directors have been instructed to ensure that staff members in the Ministry are putting the charter in practise to raise the services at state health facilities.