

Your Rights as a Patient

Updated June 2026

Health and Disability Services Consumers' Rights

When you receive care with us, you are protected by the **Code of Health and Disability Services Consumers' Rights (1996)**.

This law outlines your rights as a patient and the standards of care you can expect from us.

Our Commitment to You

We are committed to:

- Respecting and upholding your rights at all times
- Providing care that is safe, respectful, and inclusive
- Supporting you to make informed decisions about your health
- Ensuring you know how to access support or raise concerns

All of our team are trained in the Code and understand how to apply it in their daily work.

Your Rights

You have the right to:

1. Be treated with respect | Mana

You will be treated with courtesy, respect, and consideration at all times.

2. Be treated fairly | Manaakitanga

You will not be discriminated against and will receive fair and equitable care.

3. Have your dignity and independence respected | Tū rangatira motuhake

We will respect your privacy, dignity, and independence.

4. Receive appropriate standards of care | Tautikanga

You will receive safe, professional care that meets accepted standards.

5. Effective communication | Whakawhitiwhitinga whakairo

We will communicate clearly and in a way you can understand. This includes access to interpreters if needed.

6. Be fully informed | Whakamōhio

You have the right to clear information about your condition, treatment options, risks, and costs.

7. Make choices and give consent | Whakaritenga mōu ake

You can make informed decisions about your care, including the right to refuse treatment.

8. Have support people with you | Tautoko

You may have a support person present, except where safety or privacy may be affected.

9. Rights during teaching and research | Ako me te rangahau

We will ask for your consent before involving you in any teaching or research.

10. Make a complaint and be heard | Amuamu

You have the right to complain and have your concerns taken seriously and addressed promptly.

Cultural, Spiritual, and Personal Needs

We respect your:

- Cultural identity and beliefs
- Religious or spiritual values
- Social and personal preferences

We aim to provide care that acknowledges what matters to you.

Support and Advocacy

If you would like independent advice or support, you can contact the:

Health and Disability Advocacy Service

They provide free, confidential support to help you understand and exercise your rights.

Information is available in our waiting area and in multiple languages.

If You Have Questions or Concerns

Please speak with a member of our team if you:

- Have questions about your care or your rights
- Need help understanding information
- Want support or wish to raise a concern

We are here to support you.