[Your Rights as a Patient](http://aorangisurgical.co.nz/asg-patient-info/57-your-rights-as-a-patient" \o "Your Rights as a Patient)

Respect

You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

Fair Treatment

No-one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

Dignity and Independence

Services should be provided in a way that respects your dignity and independence.

Proper Standards

You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.

Communication

You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable an interpreter should be available.

Information

You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs and likely benefits and side effects. You can ask any questions to help you be fully informed.

It’s Your Decision

It’s up to you to decide. You can say no or change your mind at any time.

Support

You have the right to have someone with you to give you support in most circumstances.

Teaching and Research

All these rights also apply when taking part in teaching and research.

Complaints

It is OK to complain – your complaints help improve services, and it will not have an adverse effect on the way you are treated.



Learn more here: [www.hdc.org.nz/the-code-of-rights](http://www.hdc.org.nz/the-act--code/the-code-of-rights)