

At Grand Pacific Health we want to work together to ensure you get the best possible service.

This form explains what you can expect from us (your rights) and what we ask from you in return (your responsibilities).

You have the right to:

- Feel safe and respected
- Have your cultural, religious and social needs valued and treated with respect
- Have a service that is high quality and professional
- Have your privacy protected unless there are safety concerns
- Be involved in the decisions about you
- Change to another service with our help if you need
- Give feedback about our service and have this listened to
- Have a choice about students during your session- it won't change how you are treated
- Ask to see the information we have kept on you

You have the responsibility to:

- Treat our staff and property with respect
- Give us full details about your health- this helps us give you the best care
- Keep your appointments. If you need to cancel please allow 24hrs notice
- Be involved with your treatment and work towards the goals you have set
- Ask questions if you don't understand

If you have any questions about this form or you feel your rights are not being met, please talk to your health worker.

We welcome your complaints or compliments to help us make the service better.