



## *Your Rights*

### When Receiving a Health or Disability Service

- ***Respect***  
The right to be treated with respect
- ***Fair Treatment***  
The right to freedom from discrimination, coercion, harassment, and exploitation
- ***Dignity and Independence***  
The right to dignity and independence
- ***Proper Standards***  
The right to services of an appropriate standard
- ***Communication***  
The right to effective communication
- ***Information***  
The right to be fully informed
- ***It's Your Decision***  
The right to make an informed choice and give informed consent
- ***Support***  
The right to support
- ***Teaching and Research***  
The rights in respect of teaching or research
- ***Complaints***  
The right to complain

## *Your Responsibilities*

### When Receiving a Health or Disability Service

- ***Involvement***  
Be involved in your treatment and care whenever this is possible
- ***Information***  
Provide information that could assist with your care and treatment
- ***Your Rights***  
Inform us if your rights are not being met
- ***Sensitivity***  
Be sensitive to the needs of others
- ***Respect***  
Respect the staff and property of Queen Street Doctors
- ***Non-Smoking Policy***  
Honour our non-smoking policy
- ***Financial Responsibility***  
We ask that you pay at the time of consultation.