

WUCHOPPEREN CLIENT RIGHTS CHARTER

Culture and Respect

My Rights - I have a right to respectful, culturally appropriate care

My Responsibilities - I will treat staff with respect and inform them if I have any cultural needs

Access

My Rights - I have a right to health care

My Responsibilities - I will register as a Wuchopperen client. I will let Wuchopperen know if I need transport support

Safety

My Rights - I have a right to safe, high-quality care provided by qualified staff

My Responsibilities - I will provide as much information as I can about my situation and follow instructions relating to my care

Communication

My Rights - I have a right to be informed about my care in a way I understand

My Responsibilities - I will share information with my care provider

Participation

My Rights - I have a right to make decisions about my health care and health service

My Responsibilities - I will ask questions about my care so I know my choices

Privacy

My Rights - I have a right to privacy. My personal information is confidential

My Responsibilities - I know Wuchopperen will not share my information without my informed consent

Feedback on Care

My Rights - I have a right to comment on my care and have my concerns addressed

My Responsibilities - If I have a comment or complaint, I will let staff know so they can act on it