

Chris

Thanks very much for the letter inviting me to comment.

I think this is a great initiative and should make a huge contribution. I have a few minor comments and suggestions.

1. In general the 'Rights' are somewhat aspirational and hard to measure. For example deciding whether a patient feels satisfied with the information provided might be difficult, subjective and even misleading. (I am sure many of us could imagine a situation when those conditions were satisfied, but the quality of the service was very poor. And of course vice versa).
2. One of the attractions of the document is the clarity of the statement. The 8 'rights' are relatively easy, but I wonder if a couple of closely related ones could be collapsed together to make them even easier. For example
  - I. Communication
  - II. Information
  - III. Participationare all closely related and might be more easily digested if put together. (For example good Communication and good Participation go well together, and they in turn are dependant on good Information!)
3. The word 'Evidence' is conspicuously missing. Deciding whether the information is any good is important, and I think it is worth setting out that patients need to know what the benefits and harms of any proposed health management is, BUT ALSO how we know that (in other words, the basis of the knowledge).
4. It might be worth spending some thought about how these should be rolled out educationally – to the training of health professionals. Get 'em while they are young. The 8 areas are relatively easy to remember...

Chris

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