

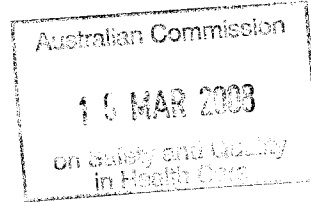


AUSTRALIAN INSTITUTE OF RADIOGRAPHY

ABN 26 924 779 836

*The national professional organisation representing radiographers,
radiation therapists and sonographers*

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08/30/3/7

7th March 2008

Professor Chris Baggoley
Chief Executive
Australian Commission on Safety & Quality in Health Care
GPO Box 5480
Sydney NSW 2001

Dear Professor Baggoley

RE: NATIONAL PATIENT CHARTER OF RIGHTS

The Board of Directors of the Australian Institute of Radiography (AIR) thank you for the opportunity to comment on this important document, with respect to the delivery of health care in Australia.

The AIR believes that such a document will lead to the unification of Patient Charter documents within the health industry across Australia.

The AIR answers to the consultation questions are listed below:

1. National Patient Charter of Rights and National Patient Charter Principles

The Charter is suitable for use by patients and providers and is in a language that is easy and clear to read and understand. The presentation style may need to change to suit different patient groups but the content is appropriate.

2. Rights included in the Charter

The rights in the Charter cover both individual patient rights and broader human rights and, therefore, the concerns or needs of any patient.

3. Points included in the Principles

The explanation of the rights in the Charter Principles adds to the understanding of the points in the Charter Rights. It is thought that there should be more information for the patient and carers in the redress section of the Charter. A clearer explanation about the process of redress is needed in the Principles section.

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4. Rights and Responsibilities

The Charter specifically expresses the rights of the patient but there should be some emphasis on the responsibilities of the patient. There needs to be inclusion of the patient's responsibility in the process of decision making for their care and treatment.

The AIR is the professional body for radiographers and radiation therapists and therefore urge that the responsibility of the patient, as a stakeholder in their treatment, and respect of staff within the health sector, be included in the Charter. This responsibility of respect of staff should also extend to carers and those close to the patient.

5. Existing Charters

This National Charter and Principles should be used as the basis for all Charters in the Australian Health Care system both in Public hospitals and Private hospitals. As a minimum all Charters should meet this National Charter.

6. Possible use of the Charter

As indicated in the document, the Charter and the Principles could be incorporated in future Australian Health Agreements and possibly in the development of national accreditation of health care facilities. It may also be used for the standardisation of Charters across the Health sector. Appropriate sections could be incorporated in health practitioners' Code of Conduct and/or Code of Practice.

A further possible use is the standardisation for setting the educational perspective of health care professionals with regard to patient communication, informed consent and cultural issues.

7. How the Charter applies in different sectors and settings

For this Charter to be useful in different sectors and settings of the Australian Health system it is felt that the area of 'Patient Responsibility' needs to be included as well as expanding the 'Redress' section.

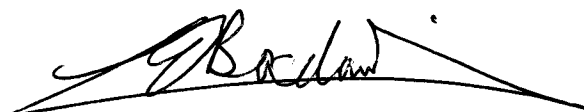
With these possible adjustments the Charter and Principles would be applicable to the radiography and radiation therapy sectors of the Health system.

Again the Board of Directors express their thanks for the opportunity for the AIR to make a submission regarding the draft release of this important document.

It is hoped that our contribution is received well and that the AIR can contribute to future requests for input into the process if needed.

If explanation or further detail is required, please contact the writer on either email air@air.asn.au or phone (03) 9419 3336.

Yours sincerely



E.M.Badawy
Executive Officer