

Charter of Client Rights



Queensland
Country
Health Fund





Welcome to Queensland Country **Care Navigation**

Queensland Country Care Navigation will always endeavour to advise Clients about their rights and the way the service operates. Part of the process of providing this information to Clients is providing access to our Charter of Client Rights. Please take the time to read through the following information and we will be pleased to answer any questions you might have.

Making contact and staying in touch

Queensland Country Care Navigation aims to support Queensland Country Health Fund (Health Fund) Members (referred to as Clients of Care Navigation hereinafter) with meeting or improving their health care needs.

Contact will predominately be by telephone with other forms of media like FaceTime, email or post being utilised depending upon your preferred method of communication. Care Navigation will initiate engagement of third party providers to assess a Client's needs and/ or provide hands-on support with the Client's consent. When services are being delivered by a third party provider the provider will be responsible for negotiation of appointment times for the agreed service/s with the Client.

If required, Queensland Country Care Navigation will provide or offer a variety of reminders to assist Clients to meet their appointments, thus ensuring a coordinated approach to Clients health care.

These could include:

- Telephone call reminders the day before,
- SMS reminders the day before,
- Email reminders the day before,
- FaceTime or tele-health contact, or
- Combinations of any of the above methods tailored specifically to a Client's needs

Safety

Queensland Country Care Navigation aims to provide appropriate case management services in a safe, secure and supportive environment. We encourage Clients and staff to raise any concerns they may have. If a concern is raised, all staff and management are required to address the issue as soon as possible.

Clients who consent to participate in Care Navigation will be asked, as a first step, to provide details of their medical, medication and social history to the Care Coordinator in an over the phone assessment. It is important that the information provided is as accurate and complete as possible as the information will be used to formulate a Client directed care plan.

In the unlikely occurrence of an adverse event, the Care Navigation Manager at Queensland Country Care Navigation has a responsibility to be open and honest in communications with the Client involved, and families or carers as appropriate.

Open disclosure

Upon recognising the occurrence of an adverse event, the Care Navigation Manager will follow our Open Disclosure Process, which aligns with the Australian Commission on Safety and Quality in Healthcare's Open Disclosure Framework, as outlined below:

- Act immediately to rectify the problem, if possible, including seeking any necessary help and advice
- Explain to the Client in sufficient detail, so the Client understands what has occurred, including the anticipated short-term and long-term consequences
- Acknowledge any Client distress and provide appropriate support
- Develop a future management plan for the Client if required
- Ensure that the Client has access to information about the process for making a complaint

Sufficient detail is to be recorded in Client records to reflect the information provided to the Client about the incident, associated risks and likely consequences.

Respect

Queensland Country Care Navigation values all Clients as unique individuals. At all times we will endeavour to provide services in a manner that is respectful of cultures, beliefs, values and personal characteristics. Clients are asked to reciprocate this respect by being mindful of all staff at Queensland Country Care Navigation and other providers.

Communication and decision making

Queensland Country Care Navigation respects the Client's right to receive adequate information to make informed decisions regarding their health and healthcare. We do expect Clients to actively participate in decisions and choices about their service and care needs. For extensive care plans we also encourage a Client to involve their family or carer in the decision making process.

Queensland Country Care Navigation informed consent process

During the initial telephone contact with a Client a short explanation will be provided about Queensland Country Care Navigation followed by a verbal request for consent to obtain further details of their medical, medication and social history from them.

A Client shall be considered to have provided their 'implied consent' to receive a particular service or participate in a particular program based on the booking of an appointment or attendance with a third party service provider. Any subsequent treatment shall require the Client to make an informed decision and expressly consent to the treatment either verbally or in writing, depending on the procedure and associated risks.

The Care Coordinator who completes the wellness assessment and develops a care plan for a Client is responsible for following the correct procedures to ensure that a Client makes a voluntary decision about their care plan with knowledge and understanding of the benefits and risks involved.

The Client will be:

- Told (or will be otherwise provided with information about) what service or services are being proposed
- Afforded the opportunity to ask questions and receive answers that meet with their satisfaction
- Afforded sufficient time to discuss the plan with their family, carer or advisor, especially for complex care plans
- Fully informed of any cost associated with the provider or service options offered to them as part of their care plan before the service is provided
- Able to use the information provided to them to help them make a decision they believe is in their best interest, in the absence of any real or perceived coercion from the Care Coordinator
- Afforded the opportunity to communicate their decision to the Care Coordinator either verbally or in writing before any subsequent services or treatment are provided

Queensland Country Care Navigation requires all Care Coordinators to provide access to relevant documentation to the Client about the proposed service under their care plan. The service also requires Care Coordinators to use their clinical judgement to determine when written consent is required from the Client.

Care Coordinators shall take into account additional considerations regarding formal guardianship arrangements for consent matters when dealing with vulnerable Clients.

Sufficient detail is to be recorded in Client records to reflect the information provided to the Client associated with their service options and the care plan, which is ultimately agreed upon.



Informed consent documentation

All informed consent documentation used by the Care Coordinators at Queensland Country Care Navigation is reviewed at regular intervals and any updates to these documents are designed to improve Client understanding and the quality of care provided.



Privacy notification

It is important to Queensland Country Care Navigation to protect and keep a Client's personal information, including their health information, securely. To achieve this we are committed to complying with the requirements of the Privacy Act (Cth 1988) the Australian Privacy Principles (APPs) and the APRHA Board Code of Conduct for Registered Health Practitioners when we collect, hold and manage a Client's personal information, that is, information that allows others to identify an individual.

The APPs provide a set of rules which govern how we collect, use, disclose and store personal information. The APPs also require us to have a clearly expressed and up-to-date APPs privacy policy about our management of personal information.

A Client can expect that their personal health and other information will be collected, used, disclosed and stored in accordance with relevant laws about privacy, and that this information will remain confidential unless the law allows disclosure or the Client directs us to release the information.

Collection, use and disclosure of personal information

- All information collected from the Client will be used for the purpose of providing treatment. Personal information such as name, address and health insurance details will be used for the purpose of arranging services and writing to the Client about any issues affecting their care plan.
- We may disclose a Client's health information to other health care professionals, or require it from them if, in our judgement, it is necessary in the context of the Client's treatment. In this event, disclosure of personal details will be minimised wherever possible
- We may also use parts of a Client's health information for research purposes, in study groups or at seminars as this may provide benefit to other Clients. Should that happen, a Client's information would be de-identified and their personal identity would not be disclosed without their consent to do so
- Client's medical history and other health information, care plans and other material relevant to their care will be kept and remain in a secure environment
- It is not likely that we will disclose a Client's personal information to overseas recipients

How we collect personal information

- In developing a care plan we will collect personal information directly from Clients
- We will hold a Client's personal information in either electronic or paper files
- From time to time, we will ask Clients to confirm their contact information
- Clients have a right to access medical information held about them by Care Navigation. Clients may inspect or request copies of their care plans at any time, or seek an explanation from their Care Coordinator

Privacy notification continued

How can Clients access their personal information

- All requests for access should be made in writing using a Request for Release of Records Form
- Requests for access will be acknowledged within 7 working days of the receipt of the request
- Where it is not possible for access to be granted within 30 days, the Client will be notified and advised when and if access will be granted
- Where access is refused, the Client will be advised in writing of the reasons for refusal. This will include any information about other means by which access may be facilitated
- A Client will not be permitted to remove any of the contents of their personal record from the service, nor will they be permitted to alter or erase information contained in their personal record. However, if any of the information we have about a Client is inaccurate, the Client is encouraged to ask us to alter their records accordingly, in writing
- Generally, Clients will be required to collect their records in person. However, in some limited circumstances Clients will request in writing that records are provided to another person
- If a Client or authorised person, is collecting a copy of the personal records, they may be required to provide identification. Where possible this should be photographic identification
- If records need to be posted, a fee for postage (depending on the amount/weight of records etc) will be required to be paid by the Client

Privacy Policy

Our Privacy Policy is available at queenslandcountry.health/carenavigation

The Policy contains information about:

- How a Client can access their personal information
- How a Client can seek correction of their personal information
- How a Client may complain about a breach of the Australian Privacy Principles
- How Queensland Country Care Navigation deals with privacy complaints



Client feedback and complaints

A Client's evaluation of the effectiveness of their care plan and related services provided is an extremely important form of feedback that provides valuable information about the services we provide. We encourage Clients to provide both positive and negative feedback either in writing or verbally.

All staff will be provided with training and support that will assist them to identify report and appropriately respond to complaints and other negative feedback. At Queensland Country Care Navigation we classify negative feedback into three categories:

1. Enquiries

Low level matters where an explanation or clarification of circumstances satisfies or resolves the Client's concerns. No further risk or future action against the service or Care Coordinator is indicated.

2. Notification

An incident that has not caused the Client to make any complaint or claim, but has the potential to become a complaint or claim in the future. The Care Coordinator involved will consult their professional association in these matters for guidance on handling the incident and whether notification to the professional indemnity insurer is required. The Care Coordinator's management of such incidents will be compatible with Queensland Country Care Navigation's Open Disclosure Process.

3. Complaint or Claim

Matters in which a Client, or person on behalf of the Client, has made a verbal or written complaint to the Care Coordinator or to a statutory or legal body, regarding some element of services that have been provided or arranged by the Care Coordinator to the Client. The Care Coordinator involved will consult their professional association and their professional indemnity insurer prior to responding to the matter.

In the event of a Client complaint, all staff at Queensland Country Care Navigation should use the following complaint handling policy:

- Provide an open environment for a Client to share their dissatisfaction with us directly, whilst respecting the Client's right to have a concern heard by an independent third party such as the Office of the Health Ombudsman
- Resolve the complaint at the lowest level possible
- A Client will be required to place serious complaints or requests for refunds in writing
- Notification to and advice sought from professional associations and professional indemnity insurers is encouraged

Queensland Country Care Navigation complaint handling process

Queensland Country Care Navigation will acknowledge and respond in a timely manner, either verbally or in writing, in respect to the seriousness of the complaint. We aim to respond to all complaints within 10 working days. All complaints will be recorded in the complaints register.

All complaints will be reported and reviewed by the Care Navigation Manager. Queensland Country Care Navigation expects responsibility for the management of Care Coordinator related complaints will lie with the Care Coordinator about whom the complaint is related. The Care Coordinator involved will respond to the complaint upon receipt of advice from their professional association and/or their insurer.

Complaints review process

Queensland Country Care Navigation is committed to continuous improvement in safety and quality. The Care Navigation Manager will analyse data/feedback and take action where required. Any review actions/outcomes will be communicated to staff. In addition, incidents and analysis of incidents are reviewed by the General Manager of Risk.

Notifying Clients about their rights

Queensland Country Navigation will always endeavour to advise Clients about their rights and the way our service operates. Part of the process of providing this information to Clients and/or carers is providing access to our Charter of Client Rights.

- This Charter of Client Rights is distributed with new Client welcome documentation
- Available on Queensland Country Care Navigation's web page queenslandcountry.health/carenavigation

Queensland Country Care Navigation expects all staff will assist Clients to understand their rights and the way our service operates. It is the responsibility of staff to proactively identify those Clients who may be 'at risk' of not understanding their healthcare rights.

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