

Service Charter



The Epworth HealthCare Service Charter outlines the service standards you can expect from doctors and staff at Epworth HealthCare. The Charter includes your rights and responsibilities, and how you can let us know if you require further information or wish to give us feedback.

The Service Charter is an expression of our commitment to providing you with the highest quality care and services. Our service commitment applies to patients, patients' families, doctors, staff, external contractors, our community and the public.

Epworth Healthcare Service Vision

We are committed to providing excellent service in all aspects of our business and ensuring continuous improvement in the standard of care and services we offer.

Our service mission is to

- Provide service and care with respect, compassion and integrity
- Understand and exceed your expectations
- Resolve issues to your satisfaction
- Maintain your confidentiality and privacy
- Work collectively to enhance the quality of service we deliver

Our service standards

We will treat you with respect and dignity by:

- introducing ourselves to you
- being polite, compassionate, helpful, and honest
- dealing sensitively with your needs

We will treat you fairly by:

- giving equal consideration to your requests and taking into account your circumstances
- not discriminating against you for any reason

We will respect your right to privacy and confidentiality by:

- acting in accordance with the Privacy Act when managing information about you
- treating all information in confidence and asking your permission to use and disclose it other than when we are legally bound to pass information to others
- ensuring your information is protected and only used by those involved directly in your care

We will be trustworthy and reliable by:

- giving you accurate information and advice and informing you of any matters relating to your care
- explaining any decisions we make and actions we will take
- doing what we have agreed to within the timeframe stated

We will be responsive by:

- providing clear, up to date information about our services
- listening to you and taking account of your personal needs
- arranging support for you to access services, where we know you have particular needs
- ensuring that we have given enough time to deal with your enquiry
- making you aware of your options and involving you in all decisions including your right to challenge decisions you are not happy with.

Your responsibilities

In order for Epworth HealthCare to provide excellent service, we would like you to:

- Provide us with complete, accurate and up to date information to enable us to manage your individual needs
- Treat staff and other patients with respect and courtesy
- Advise us of any complaints or suggestions for improvement in a clear and constructive manner
- Adhere to treatment plans you have agreed to
- Let those caring for you know if your treatment plan proves to be too difficult to follow
- Listen to the implications of, and accept responsibility for, any refusal of treatment
- Participate before you leave hospital in planning your continuing health care

Your feedback is valuable to us

Epworth HealthCare welcomes your feedback as we use it to evaluate and continuously improve the service we provide. Feedback is respected and addressed without prejudice or adverse effect to you. To provide feedback you can:

- Complete a 'feedback' card / survey
- Contact the Patient Liaison Officer, details are displayed in the hospital foyer, or
- Phone or post a letter to the Executive Director at the address below.

Epworth Richmond
89 Bridge Road
Richmond Vic 3121
Phone 03 9426 6666
Fax 03 9427 0353

Epworth Eastern
1 Arnold Street
Box Hill Vic 3128
Phone 8807 7100
Fax 8807 7800

Epworth Freemasons
166 Clarendon Street
East Melbourne Vic
Phone 9483 3833
Fax 9419 6018

Epworth Cliveden
29 Simpson Street
East Melbourne Vic
Phone 03 9419 7122
Fax 03 9419 0347

Epworth Rehabilitation
89 Bridge Road
Richmond Vic 3121
Phone 9426 6666
Fax 03 9427 0353



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