



South East Regional  
Health Authority



# Client Charter of Rights

## You can expect us to:

- ✓ Provide the highest attainable standard of health services possible
- ✓ Treat everyone fairly and with respect
- ✓ Respect the privacy of patients and treat their information with confidentiality
- ✓ Properly store and secure medical records
- ✓ Contact patients if there are problems with requests, medical record or appointments
- ✓ Listen to concerns and work to resolve them
- ✓ Explain any proposed treatment, including risks involved in treatment and any alternative treatment
- ✓ Provide reasons for any delay in service delivery
- ✓ Provide a clean, safe and comfortable environment
- ✓ Educate patients and relatives on patients' health status
- ✓ Ensure continuity of care by referring clients to their local health centres for follow-up treatment, where necessary
- ✓ Treat customers on the basis of needs and not necessarily on a first come first serve basis

## Our expectations:

As our patients, we expect you to:

- ✓ Provide correct information in order for your records to be accurate
- ✓ Secure and present all requested documents
- ✓ Be on time for all appointments and notify us if you are unable to attend
- ✓ Take good care of our property e.g. clinic cards and furniture
- ✓ Treat us with courtesy and respect
- ✓ Display proper behaviour and refrain from using abusive language
- ✓ Comply with the dress code



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## YOUR RIGHT

## WHAT THIS MEANS

### Access

I have a right to health care.

I can access services to address my health care needs

### Safety

I have the right to receive safe and high quality care

I can expect to receive safe and high quality health care services, provided with professional care, skill and competence

### Respect

I have a right to be shown respect, dignity and consideration

I can expect health care providers to show respect to me and my culture, beliefs, values and personal characteristics

### Communication

I have a right to be informed about Services and treatment options in a clear and open way

I can expect to receive open, timely and appropriate communication about my health care in a way I can understand.

### Participation

I have a right to be included in decisions and choices about my care

I have the option to join in making decisions and choices about my care and about health service planning

### Privacy

I have a right to privacy and confidentiality regarding my personal information

My personal privacy is maintained and proper handling of my personal health records and other information is assured

### Comment

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

I can comment on or complain about my care and have my concerns dealt with properly and promptly

Contact Customer Service at 1888-429-5013 or [patientcare@serha.gov.jm](mailto:patientcare@serha.gov.jm)