

It's everyone's right

Everyone has certain rights regarding their healthcare. Your pharmacist and your community pharmacy are part of your healthcare team. The Community Pharmacy Service Charter, based on the Australian Charter of Healthcare Rights, ensures that you know what level of service to expect from your local community pharmacy.



Customer Service Statement

A Customer Service Statement will be clearly visible at all times and, as far as practical, at the entry point of this pharmacy. It will outline:

- the pharmacy name
- opening hours and alternative/after hours services
- how you can contact us by phone, fax, email or internet
- what pharmacy services we provide.

If you would like to make a comment about our pharmacy, you can approach any of the staff who will refer you to the appropriate person.

If you would like to make a comment in writing, our contact details will be clearly displayed.

**If you want more information about this Charter ask us here at this pharmacy or visit:
www.health.gov.au/pharmacy**



The Pharmacy
Guild of Australia

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The Community Pharmacy Service Charter – what does it mean for you?



What can I expect from a community pharmacy?	
My rights	This pharmacy's commitment to you
Access I have a right to health care.	We will provide medicines and pharmacy related services and products to address your healthcare needs.
Safety I have a right to receive safe and high quality care.	We will provide safe and effective medicines and high quality pharmacy related services, with professional care, skill and competence.
Respect I have a right to be shown respect, dignity and consideration.	We will respect you and your culture, beliefs, values and personal characteristics and those of your carers and advocates when delivering services.
Communication I have a right to be informed about services, treatment, options and costs in a clear and open way.	We will provide you open, timely and appropriate communication about your health, medicines and related services in a way you can understand.
Participation I have a right to be included in decisions and choices about my care.	We will include you in making decisions and choices about your health, medicines and related services and products.
Privacy I have a right to privacy and confidentiality of my personal information.	Unless you otherwise consent, we will maintain your personal privacy and assure proper handling of your personal health and other information. We will provide a private area to discuss your needs.
Comment I have a right to comment on my care and to have my concerns addressed.	We will promptly address your comments or concerns about medicines or other services offered.

The Community Pharmacy Service Charter – what does it mean for you?

The Community Pharmacy Service Charter covers a number of key areas to ensure you are provided with safe and effective healthcare. These are:

Access

Our pharmacy will make sure you have access to the right medicine, as well as a number of other pharmacy services.

We will answer questions about medicines, as well as give useful information about health conditions. Our opening hours and the range of services provided will be clearly displayed and you will receive service from qualified pharmacists and trained staff.

Safety

Our pharmacy ensures that our staff are qualified and trained, and comply with professional standards, guidelines and codes of conduct.

You will be supplied with the right medicine at the right dose. Pharmacy services you receive will be provided with professional care, skill and competence.

Respect

Our staff will respect different cultures, beliefs and values and you have the right to be shown respect, dignity and consideration.

We will provide the same quality of service to you, your carer, or anyone else involved in your healthcare.

Communication

Our pharmacy will answer any questions about the services provided, including treatment options and costs.

We can discuss different brands of medicine that may be available and entitlements under the Pharmaceutical Benefits Scheme (PBS). We can also discuss the PBS Safety Net and other services that may help. With your permission we will also communicate with other members of your healthcare team such as your GP.

Participation

Our pharmacy would like to work with you to make decisions about your medicines and pharmacy services so that the care we provide works for you.

With your permission we will work with your family and/or carers, and other members of your healthcare team (such as your GP), to make sure that the care we give you suits your needs. This recognises that you have the right to be included in decisions and choices about your health care.

Privacy

Our pharmacy recognises that your privacy is extremely important.

You have the right to have your personal information kept private and confidential and we follow all professional codes of conduct, standards and guidelines, as well as privacy laws. You also have the right to discuss your health with any of our staff in a private area.

Comment

Our pharmacy welcomes your comments, both positive and negative, on the care you receive in this pharmacy. It helps us to improve our service and give you better care.

You can give comments in a number of ways. When necessary, we can also forward complaints to outside organisations to be dealt with, or you can contact the Australian Health Practitioner Regulation Agency (www.ahpra.gov.au) or your state health complaints commission directly.

