You have the right to:

- **EXPRESS** your views respectfully
- Be **HEARD** and have something done about it
- Receive the **BEST** available health care
- Be treated with **RESPECT** in regards to your values, beliefs and culture
- Be with and guided by your family, unless this is against your **BEST INTEREST**
- Be **INVOLVED** in decisions that affect you
- Be **PROTECTED** from harm
- Have **ACCESS** to education, employment and recreation
- Have planned **COORDINATED** health care
- Be **FULLY** informed, be able to ask questions and be given answers about all matters concerning you.
- Have your **PRIVACY** and **CONFIDENTIALITY** respected, unless there is a safety risk to you or others.
- **MAKE** a complaint if you were unhappy about the way that you have been treated by any health care staff. Contact the Health Care Complaints Commission hccc.nsw.gov.au or talk to your hospital’s complaints team or ask for the Youth Liaison Officer NSW Ombudsman direct line 92861056 or toll free 1800 451 524 or by email nswombo@ombo.nsw.gov.au

You are expected to:

- **UNDERSTAND** your condition and its treatment
- **EXPLAIN** your condition to health workers when required
- Keep a copy of your **HEALTH RECORD**
- **KNOW** the warning signs that mean you need urgent medical help
- **FOLLOW** the treatment plans given to you by your health workers that you have agreed to
- Show up to appointments **ON TIME**
- **KNOW** how to get referrals or prescriptions when required
- **KNOW** how to order and take care of special equipment you might need
- **PLAN** your appointments in advance, as adult hospitals have longer waiting times.
- Be **PREPARED** for your appointment
- **CALL** if you are late
- **PHONE** if you need to cancel and reschedule
- Have a **MEDICARE** card
- **UNDERSTAND** your medical costs
- **CHECK** if you need more medications

Ask your health professional for more information about this.