
PATIENT RIGHTS & RESPONSIBILITIES

Adelaide Eye & Laser Centre is committed to providing the highest standard of treatment, care and service. We recognise our patients' right to know about their care and to be involved in the planning, conduct and follow-up of their treatment. To assist us in providing an optimum service to you, please consider your rights and responsibilities.

YOU HAVE A RIGHT TO:

- Full information about the treatment being provided to you including the risks and benefits of the treatment;
- Be treated with dignity, respect and consideration, without exploitation, abuse or neglect;
- Know the names and professional status of those providing your care and service;
- Be cared for in a safe, secure and friendly environment;
- Be treated and accepted as an individual with personal preferences for treatment and care;
- Be informed about all foreseeable costs;
- Make a complaint and be listened to with a right of advocacy.

Adelaide Eye & Laser Centre acknowledges its obligations to you under the Australian Privacy Principles.

Adelaide Eye & Laser Centre's Privacy Policy is available at reception, on our website or by telephoning 08 8274 7000. We will be happy to answer any questions you may have concerning the policy.

YOU HAVE A RESPONSIBILITY TO:

- Inform the medical staff and other health professionals about your medical history (including any allergies) and current health status;
- Participate in the treatment plan agreed on, following directions necessary for a good recovery, and reporting any change in condition to the Centre;
- Respect the rights and needs of fellow patients and staff who are in the Centre;
- Respect any requests made by staff of Adelaide Eye & Laser Centre in their provision of your treatment and care;
- Inform staff of any concerns you may have in relation to your treatment, care or financial matters;
- Check with your health fund about your level of cover before receiving treatment;
- Provide relevant financial information pertaining to your treatment.

If you have any further questions in relation to these important points or any other matters, please speak with a member of our staff.

PRIVACY GUIDELINES

PRIVACY ACT - PRINCIPLES

In compliance with privacy legislation, Adelaide Eye & Laser Centre has adopted a policy which conforms with the Australian Privacy Principles.

OBTAINING MORE INFORMATION

You can obtain a copy of Adelaide Eye & Laser Centre's Privacy Policy by writing to Adelaide Eye & Laser Centre, 215 Greenhill Road Eastwood SA 5063, or by visiting our website at aelc.com.au and selecting AE&LC Privacy.

USE OF PERSONAL INFORMATION

Personal information relating to you is only used by Adelaide Eye & Laser Centre in the proper conduct of your care and treatment.

DISCLOSURE TO GOVERNMENT OR OTHER BODIES – IDENTIFIED INFORMATION

For your treatment and care, it may be necessary for Adelaide Eye & Laser Centre to communicate your information to various bodies, including your health fund, other health providers and/or suppliers and various statutory bodies.

Adelaide Eye & Laser Centre will not disclose your information to anyone else unless required to do so by law, or without gaining your consent.

(De-identified information may be used for statistical education purposes.)

ADELAIDE EYE & LASER CENTRE'S MARKETING AFFAIRS

From time to time we may contact you in relation to our marketing or promotional activities. This will also conform with our privacy obligations.

SERVICES

HEARING IMPAIRED SERVICE

Adelaide Eye & Laser Centre has services available to assist the hearing impaired and deaf community. People who experience hearing loss are encouraged to request these services from staff and ask for additional assistance if required.

INTERPRETING SERVICE

An external interpreting service is available to assist with a range of languages including sign language. Please inform staff at least 72 hours prior to your appointment if you require this service to make informed decisions regarding your treatment.

ACCESS TO THE CENTRE

PUBLIC TRANSPORT

Should you require public transport, our receptionists can assist you with bus timetables.

TAXIS

For your convenience, our reception desk has a direct dial service to a taxi network. Our staff are happy to assist you.

LIFT OPERATIONS

Lift access is available from the underground car park.

For after hours lift access
(before 8.15 am and after 5.30 pm),
please use the intercom button located on the
right hand side of the lift.

Press the button labeled 'Adelaide Eye & Laser Centre' and a receptionist will open the lift doors from our office.

If you have any concerns, please call
ADELAIDE EYE & LASER CENTRE

08 8274 7000

or our toll free number

(excluding Adelaide metro area)

1800 809 991

If you would like further information about
Adelaide Eye & Laser Centre, please go to

www.aelc.com.au

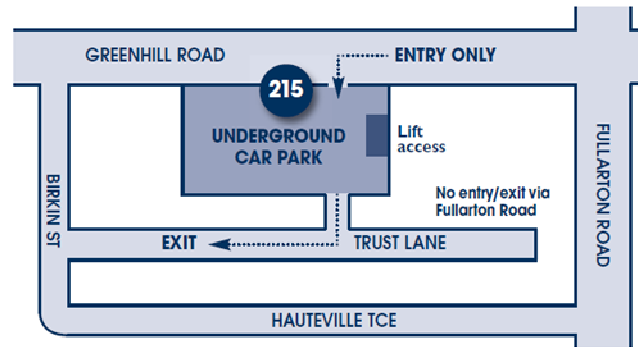
or scan the QR code below.



CAR PARK

UNDERGROUND CAR PARK

Car parking is available for patients and visitors underneath
and at the rear of the building.
Please use the clearly marked 'Adelaide & Laser Centre' parks.
ENTRY is via Greenhill Road.
EXIT is only via right turn into Trust Lane and then choose
your route either
via Greenhill Road or Fullarton Road via Birkin Street..



ADELAIDE
eye&laser
CENTRE

215 GREENHILL ROAD

EASTWOOD SA 5063

Telephone: 08 8274 7000

Fax: 08 8274 7099

Email: aelc@aelc.com.au

Web: www.aelc.com.au



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USEFUL INFORMATION