

**Department of Health
Methadone Treatment Programme
Patients' Charter**

The purpose of Patients' Charter is to explain both your Rights and Responsibilities, as a patient of methadone clinic. Knowing and understanding your rights and responsibilities will make your relationship with the clinic staff a mutually beneficial one and enhance the effectiveness of the health care process.

Your Rights as a Methadone Clinic Patient

1. Right to Medical Treatment

The right to receive medical advice and treatment which fully meets the currently accepted standards of care and quality.

2. Right to Information

a) The right to information about what health care services are available, and what charges are involved.

b) The right to be given a clear description of your medical condition, with diagnosis, prognosis and of the treatment proposed including common complications, risks and appropriate alternatives.

c) The right to know the names, the normal actions and common serious side-effects of the medications prescribed.

d) The right of access to medical Information which relates to your condition and treatment.

3. Right to Choices

a) The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.

b) The right to have a second medical opinion.

c) The right to choose whether or not to take part in a medical research program.

4. Right to Privacy

- a) The right to have your privacy, dignity and spiritual care and cultural beliefs respected.

- b) The right to have information relating to your medical condition kept confidential.

5. Right to Complain

The right to make a complaint and to have any complaint dealt with promptly and fairly.

Your Responsibilities as a Methadone Clinic Patient

Medical care within a methadone clinic is a partnership between patients and health care workers. As well as giving you the basic rights which we have just outlined, this also brings with it certain basic responsibilities on your part. To play an active and responsible role in the health care process, you should:

1. Give your health care providers as much information as you can about your history of drug dependence, present health, past illnesses, any allergies and any other relevant details.

2. Follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given.

3. Show consideration for the rights of other patients and health care providers, by following the clinic rules concerning patient conduct.

4. Keep any appointments that you make, or notify the clinic as early as possible if you are unable to do so.

5. Do not ask health care providers to provide incorrect information, receipts, documents or certificates.

6. Do not waste medical resources unnecessarily.

7. Refrain from unacceptable behaviours such as violence, verbal abuse, harassment of staff, repeated hoarding of methadone or use of illicit drugs in clinics or surrounding areas.