

Hong Kong Institute of Speech Therapists Limited	Document No.	HKIST-C-PC-v2
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Patients' Charter

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1.0 Objective

- 1.1 The purpose of the Patients' Charter is to explain both your Rights and Responsibilities when you use the speech therapy service in Hong Kong. Knowing and understanding your rights and responsibilities will make your relationship with speech therapists a mutually beneficial one.
- 1.2 The Charter sets out the ways in which the community and the speech therapists work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.

2.0 Patients' Charter

2.1 Patients' Charter – Responsibilities

- 2.1.1 Give your speech therapists as much information as you can about your swallowing and communication condition, present health, past illnesses, any allergies and any other relevant details.
- 2.1.2 Follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given.
- 2.1.3 Show consideration for the rights of other patients and speech therapists by following the rules concerning patient's conduct.
- 2.1.4 Keep any appointments that you make, or notify the speech therapy clinic as early as possible if you are unable to do so.
- 2.1.5 Should not ask speech therapists to provide incorrect information, receipts or certificates.
- 2.1.6 Should not waste speech therapy resources unnecessarily.

2.2 Patients' Charter - Rights

2.2.1 Rights to Speech Therapy

- The right to receive speech therapy advice and treatment which fully meets the currently accepted standards of care and quality.
- The currently accepted standards are those adopted by a responsible body of the profession in the light of accepted contemporary speech therapy practice.

2.2.2. Rights to Information

- The right to information about what speech therapy services are available, and what charges are involved.
 - This information should be readily available to you in the speech therapy clinics.

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- The right to be given a clear description of your swallowing/communication condition, with diagnosis, prognosis, and of the treatment proposed including common risks and appropriate alternatives.
 - You have the right to information which might affect the decisions concerning your treatment.
- The right of access to speech therapy information which relates to your condition and treatment.
 - This right enables you to participate in decisions relevant to your treatment and facilitates continuity of speech therapy. Provision of the information will be according to the practices and operational procedures of clinics.

2.2.3 Right to Choices

- The right to accept or refuse any investigation or treatment, and to be informed of the likely consequences of doing so.
 - Your wishes to accept or refuse investigation or treatment will be respected. However, you should have a clear understanding of the implications of such refusal.
- The right to a second speech therapist's opinion.
- The right to choose whether or not to take part in speech therapists' research programmes.

2.2.4 Right to Privacy

- The right to have your privacy, dignity and religious and cultural beliefs respected.
 - Your personal belief and wishes will be respected provided the observance is not at the expense of other patients or speech therapists' rights.
- The right to have information relating to your swallowing/communication condition kept confidential.
 - In general, information pertaining to your conditions will not be released to other parties without your expressed consent.

2.2.5 Right to Complaint

- The right to make a complaint through channels provided for this purpose by the Speech Therapists Council, and to have any complaint dealt with promptly and fairly.
 - You can make formal complaints either verbally or in writing to Speech Therapists Council. The complaints will be investigated and followed up by appropriate personnel. You will receive a substantive reply to any

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complaint within a reasonable period of time, together with an indication of any action that has been or will be taken.