

We want to hear from you

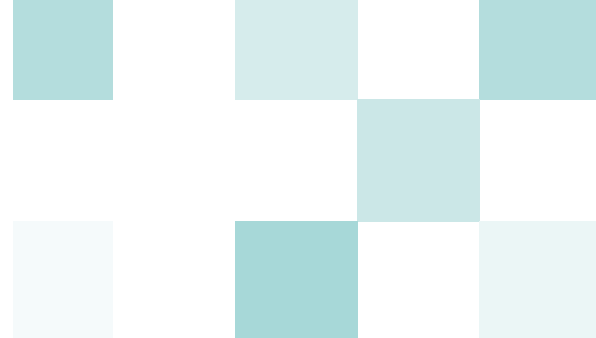
Health Care takes pride in providing patients with optimum patient care and services.

If at any time you feel that our services did not meet your expectations or you are concerned about anything that happened, please let us know. Alternatively you may have a suggestion about how we can further enhance our care and services.

Even if you were entirely satisfied with your stay, please let us know, as we equally embrace compliments to further develop and motivate our staff professionals and systems.



Your Feedback enables us to improve our service to you and others in the future.



CONTACT INFORMATION

Hurstville Private Hospital

Attention:

37 Gloucester Road
Hurstville NSW 2220

Ph: (02) 9579 7777

URL: www.hurstvilleprivate.com.au

E-mail: hurstvilleprivate@healthcare.com.au

Health Services Commissioner

If you are unhappy with the outcome of your complaint you can contact the HSC.

Contact Details:

Complaints: 8601 5200 Toll Free: 1800 136 066

Website: www.health.vic.gov.au/hsc



Compliments, Suggestions and Complaints

Your impressions
are important to us

Information for visitors,
patients and their families.

Hurstville
Private Hospital

a member of the healthcare group

www.hurstvilleprivate.com.au

healthcare people first, people always

Your Feedback is Important to us...

Healthe Care

Healthe Care is a large privately owned network of private hospitals in Australia.

Healthe Care prides itself on delivering safe quality care. As a network, we are constantly striving for excellence in meeting the needs and expectations of our patients.

Your Feedback

Nothing is more important to us than your satisfaction with the care and services provided.

Your compliments, complaints and suggestions will help us to improve our care and services to further enhance your stay or the experience of future patients.



We hope you are satisfied with your care. We encourage you to speak directly to the Patient Liaison Officer or Nurse in Charge.

How to contact us

There are many ways in which you can contact us. You can provide feedback in person, by phone, in writing or email.

We encourage you to speak directly to the staff member involved or the manager of the service concerned.

We also encourage all patients to complete a satisfaction survey. These are located in each department/room.

You can provide feedback anonymously if you wish.

If required, an interpreter service can be provided at no cost.



What will happen next?

All compliments or positive comments will be acknowledged and passed onto the staff/department concerned.

In the instance of a complaint we will contact you by mail within 7 days to acknowledge we have received your feedback. We will conduct an investigation into the matters you raise and attempt to resolve any issues as soon as possible. We may also contact you by phone to clarify matters or gain further insights.

All complaints are taken seriously and viewed by the health care team as opportunity for improvement. Our target for resolving complaints is 28 days. Sometimes, due to the complexity or seriousness of the complaint, it may take longer for us investigate and follow-up but we will let you know the outcome of your feedback.

Privacy and Confidentiality

Your feedback is valuable to us and assists us in ensuring we provide our customers with excellent service. Healthe Care understands the concern that some patients may feel when lodging a complaint. The Patient Liaison Officer will ensure that all concerns are taken seriously and addressed in a fair, objective, and respectful manner.

Throughout the entire processes we will ensure that your privacy and confidentiality are maintained in accordance with the health information and privacy legislation. We will keep personal information secure and protected from unauthorised access or improper use. We will only disclose information about you if it is authorised by you or mandated by law.

Complainants are protected from any repercussions, reprisals or victimisation as a result of making a complaint.

Unsatisfied with the response

Individuals who are unhappy with the manner in which their complaint was handled or are dissatisfied with the outcome are able to contact the Office of the Health Services Commissioner (HSC). The HSC is an independent statutory authority established to receive and resolve complaints regarding health services. HSC also handles complaints about disclosure of health information and access to health information.

Thank you for taking the time to send us your feedback.