



**MedWise**  
OCCUPATIONAL HEALTH SERVICES

## *Medwise Patient Charter*

We at Medwise commit ourselves to working to the best of our ability to protect the rights and dignity of all patients who attend our clinics.

### **The eight principles governing patient rights:**

1. **Access:** Our services are organised to be accessible for everyone. We try our best to see patients at their appointed time.
2. **Dignity and respect:** We treat people with dignity, respect and compassion. We respect diversity of culture, beliefs and values. We treat all patients equally regardless of age, beliefs, colour, culture, disability, gender, lifestyle, race, religion, sexuality and social or work status
3. **Safe and Effective Services:** We provide services in a safe environment, delivered by competent, skilled and trusted professionals.
4. **Communication and information:** We listen carefully and provide clear, comprehensive and understandable health information and advice.
5. **Participation:** We involve patients in decision making about their health care.
6. **Privacy:** We ensure adequate personal space to ensure privacy in providing care and personal social services. We maintain strict confidentiality of personal information.
7. **Improving Health:** Our services promote health, prevent disease and support and empower those with chronic illness to self-care and independent living.
8. **Accountability:** We welcome complaints and feedback from patients. We will investigate complaints and work to address patient concerns.

### **Patient responsibilities:**

Patients have a responsibility to respect the rights, privacy and confidentiality of other patients. Patients have responsibility to treat Medwise staff with dignity, respect and consideration. Patients have responsibility to notify the clinic as soon as possible of late or cancelled appointments.

*Adapted from: You and Your Health Service: what you can expect from your health service and what your health service can expect from you. Health Services Executive 2012*