

**Confidential services (Continued)**

You have the right to:

- have the information you entrust to our service treated with respect and confidentiality
- remain anonymous, except where identification is required in order to receive treatment (e.g. opioid treatment programs)
- access your records – you can discuss the information contained in your client record with your treating team. If you would like to view the client record or obtain a copy of all or part of the client record please contact Information Access Unit on (07) 3139 4000.

We ask that you please respect the confidentiality and anonymity of others accessing our services.

**Range of treatment options and apply evidence based practice approaches**

There are a number of alcohol and drug treatment options available at our service. Our service delivery is based on the philosophy of harm minimisation. During your initial appointment, we will discuss treatment options with you, recommend those most likely to meet your needs and seek your consent on how you would like to proceed. You will receive quality, safe and evidence informed services. Sometimes we may not be able to provide what you are looking for and we will discuss this with you. You can decide to refuse treatment or withdraw your consent at any time.

**“No wrong door” approach for entry to treatment**

When you access our service, we will discuss your options with you. If we are unable to provide what you need, you will be assisted to explore other options and/or refer you to other services more appropriate.

**Working co-operatively and collaboratively with the community**

When seeking assistance with alcohol and other drug problems, it is very likely that services other than ours will be supporting you. To ensure the best care is provided to you, we will obtain your consent to discuss your treatment with those services when required.

**Encourage and value feedback**

We value your feedback. We want to provide the best care and services we can. Please let us know when we get it right or if we could do better. Feedback forms, suggestions boxes and information about making a complaint are available at all Alcohol and Drug Service locations.

You can also email [feedback-mnmhads@health.qld.gov.au](mailto:feedback-mnmhads@health.qld.gov.au) or phone (07) 3837 5655

**Access to an interpreter**

Please let us know if you need an interpreter for any written information or face to face services we provide.

# What you can expect from us

## Our Values

The Metro North Mental Health - Alcohol and Drug Service operates under a uniform set of values. We:

- are respectful and non-judgemental
- provide confidential services
- provide a range of treatments options
- apply evidence based practice approaches
- provide quality training and information
- apply the principles of harm minimisation
- have a “no wrong door” approach for entry to treatment
- work cooperatively and collaboratively with the community
- encourage and value feedback.

### Respectful and non-judgemental

You will be treated with respect and provided with a service which is non-judgemental. Your choices and decisions will be acknowledged without criticism or judgement. We will work with you to achieve your goals in relation to your alcohol and/or drug use. We will do this by treating you:

- with courtesy, kindness and politeness
- equally regardless of your gender, sexual orientation, religion, country of origin or cultural background
- fairly and valuing your involvement in your own treatment and service planning.

### Confidential services

Our service records information about your visits to us in a client file. All information you share with us is treated confidentially.

### Australian Charter of Healthcare Rights

Metro North Mental Health – Alcohol and Drug Service abide by the Australian Charter of Healthcare Rights which governs the way we provide services to you. The Charter and what you can expect are detailed here:

We will only share confidential information if:

- you have signed a consent form or given permission for your information to be provided to another party
- you or someone else is at risk of harm, this is known as ‘duty of care’ and we have a responsibility to keep you and other community members safe
- we are required to provide information under a court order or legislative requirement.

#### MY RIGHTS

#### WHAT THIS MEANS

Access - I have a right to health care.	I can access services to address my healthcare needs.
Safety - I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect - I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication - I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation - I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
Privacy - I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
Comment - I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

For further information please visit [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)  
Australian Commission on Safety and Quality in Healthcare

For more information about Metro North Mental Health – Alcohol and Drug Service, or to request an appointment, contact the Alcohol and Drug Information Service (ADIS) on 1800 177 833 (24 hours)