

Information for New EPC Clients in Residential Aged Care

Introduction

Eastern Palliative Care (EPC) is a not-for-profit community palliative care service. We provide a consultancy service to residents in aged care facilities who are in the last six months of life and have complex symptoms that cannot be managed by their medical team and facility staff. Care is delivered by telehealth (video), by telephone and, when indicated, in person with the aged care facility.

Client Rights & Responsibilities

What can you expect from EPC?

Care, compassion, respect and to be treated with dignity at all times.

Safe and high quality care and to be informed about services in a clear and open way.

The right to be included in decisions and choices about your care, with assistance and freedom to make informed choices including:

- Clear and understandable information.
- Requesting your consent to provide care.
- Allowing the right to cease any aspect of care without prejudice.

- Sensitive care regardless of gender, marital status, religious or cultural beliefs, disability, ethnic background, age, sexual orientation, or economic status.
- Respect for your ethnic, cultural and religious practices.
- Confidentiality of your information.
- Freedom to express concerns about your care, and have information about complaints procedures.

At times, a student may accompany a visiting staff member for teaching purposes. Your verbal consent will be requested at this time.

What EPC expects from you?

- Information regarding your health to the best of your knowledge and ability.
- To inform staff if you are not happy with the service.
- To question any aspect of care that you do not understand.
- That behaviour of clients, carers, relatives, and friends is reasonable and respectful towards our staff.
- To advise us of your cultural needs or issues, including the need for an interpreter.

Privacy Declaration

What information does EPC collect?

- EPC collects details from the referral source.
- Upon assessment, personal details such as your name, address, email, mobile number, next of kin and contact details are compiled.
- Health information during your time on the program.

How will the information be used?

- Information collected is for the purposes of providing you with the best possible care and treatment.
- It may be used for planning, quality improvement and research purposes. In these instances, personal details will be removed so that you cannot be identified.



How is your information used outside of EPC?

- In order to best meet your needs, we share your information with other health providers such as your GP or other specialists or services such as hospitals. Please **refer to your Consent Form** for details.
- EPC must supply a summary of information on all clients to the government department that funds our service. We also provide information to the Department of Veterans' Affairs if your care is funded by them.
- EPC may be ordered to produce your records to a Court after legal proceedings have been instituted or if your capacity to make a will is being questioned.

How is information protected within EPC?

- Your client record is stored electronically in our Client Information Management System where it is updated regularly by EPC staff. Your record is encrypted for privacy and access is restricted to particular staff members who sign individual confidentiality agreements.

How can you access your information?

- You may telephone the Chief Executive Officer at EPC seeking access to your records via the toll-free number listed in this brochure.

Client Concerns

EPC welcomes the opportunity to resolve your concerns directly. You can:

- Tell a staff member at your visit.
- In writing via email to **contactus@epc.asn.au**.
- Provide feedback via the EPC website.
- Call us on 1800 130 813.

If you are not satisfied with our response, you may wish to consider raising your concern to the Health Complaints Commissioner.

Health Complaints Commissioner

26th Floor, 570 Bourke Street
Melbourne Victoria 3000
Telephone 1300 582 113

Bereavement Support

Bereavement support services include the following:

- Bereavement information session.
- Grief and bereavement counselling or referral to counselling services if required.

Those who provide care and families of clients of EPC have access to bereavement support for up to 13 months following the death of a client.

