Talking about your symptoms

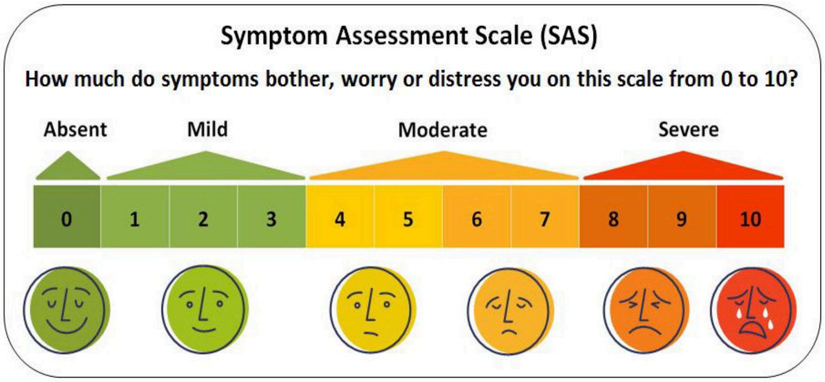
Talking about your symptoms is important

Symptoms are feelings or sensations in your body or mind that are causing you discomfort, pain or suffering. We want to know about the distress (concern or worry) caused by your symptoms. We need to understand this, so we can manage it well.

What will you be asked to do?

We will ask you to score each symptom between **0 and 10.** You will be asked to look at the scale below and pick the number that matches how you feel. Use the face, colour or word to help with this.

Before you answer, please think about your experience of each symptom on that day.



Symptom Assessment Scale (SAS)

How much do symptoms bother, worry or distress you on this scale from 0 to 10?

What do the scores mean?

0 means that you have no distress or worry from that symptom.

1 means that you are experiencing slight distress or worry from that symptom.

10 means that you are experiencing the worst possible distress or worry from that symptom.

The symptoms we will ask you about are:

- Difficulty sleeping
- Appetite problems
- Nausea
- Bowel problems
- Breathing problems
- Fatigue
- Pain
- *Any others for you?*

Please score your symptoms yourself. If needed, a member of your family or one of the clinical staff can help.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

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I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

**For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights**