

Consumer Information Charter

What a client or consumer can expect from the Asthma Foundation Northern Territory:

- To be treated with respect, dignity and consideration for privacy in a safe and caring environment
- To receive asthma education/information based on your needs
- To have access to the services of Asthma Foundation NT
- To know the names of staff who consult/work with you
- To receive clear and concise information on all issues relating to asthma
- To withhold or give consent to receive information/education
- To have access to the information in your records as requested
- To provide/withhold consent for information to be forwarded to your doctor following consultation with staff of Asthma Foundation NT
- To be given information on how to comment or make a complaint about the service to the appropriate person in the Northern Territory

What the Asthma Foundation Northern Territory can expect from a client/patient:

- To be advised if you are going to miss an appointment
- To be well informed about your condition in relation to asthma
- To be informed of your medical history
- To accept responsibility for any decisions you might make and the potential outcomes of those decisions
- To accept responsibility for assisting providers to meet provider obligations
- To follow the treatment outlined by your doctor
- To be responsible for contacting a doctor if your condition deteriorates
- To act with respect towards the staff of Asthma Foundation NT

RELATED POLICY



Asthma
Foundation
Northern Territory

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