Patient Rights Charter

In addition to rights and responsibilities conferred by law, patients of optometrists have the right to:

- Be treated with respect and consideration.
- Be listened to and understood.
- Receive care without exploitation in a clean and safe environment.
- Receive care without discrimination on the basis of financial status, age, sex, culture, ethnicity, religion, political belief, sexual orientation or health status.
- Receive care that applies current knowledge and clinical procedures and includes all tests that are necessary for their optometric management.
- Know the names of the optometrist and practice staff.
- Expect that testing performed by delegated staff members can and will be interpreted by the optometrist.
- Receive sufficient information, in an understandable form about their condition and the risks, benefits, time course and costs of diagnostic and treatment options to allow them to make informed decisions.
- Grant, withhold or withdraw consent to treatment or the performance of any procedure at any stage during a course of attention.
- Be informed of the possible consequences of discontinuing any examination or treatment.
- Determine who will be permitted to be present at any examination.
- Be referred to another practitioner where another opinion or specialist service is required or requested or where the optometrist is unable to provide the service needed by the patient.
- Receive full disclosure of any financial or other interest the optometrist may have in any institution or service to which the patient is referred.
- Privacy during the course of their care.
- Have information relating to them kept confidential and released to others only with their permission or when the law or the safety of the public requires release.
- Receive a copy of their spectacle prescription and the results of any tests conducted.
- Receive a copy of their contact lens prescription when the optometrist is satisfied that the fitting has been completed.
- Have a copy or summary of their records sent to another practitioner or to themselves upon request.
- Receive an itemised account of fees and charges.
- Complain to the optometrist if they are dissatisfied with services or products provided and have the optometrist endeavour to resolve these complaints.
- Recourse to an independent adjudicator for unresolved complaints.