

Community Pharmacy Service Charter

This Charter provides information on the rights of consumers and responsibilities of pharmacists, and the level of service consumers can expect to receive when visiting a community pharmacy. It allows patients, consumers, families, carers and community pharmacies to share an understanding of the rights of people receiving health care.



Guiding Principles

These three principles, adopted from the **Australian Charter of Healthcare Rights**, describe how this Charter applies in community pharmacy.

- 1** Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
- 2** The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.
- 3** Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

As part of this pharmacy's commitment to providing quality services to the community, a **Customer Service Statement** for this pharmacy is also on display.

What can I expect from a community pharmacy?

My rights

This pharmacy's commitment to you

Access

I have a right to health care.

We will provide medicines and pharmacy related services and products to address your healthcare needs.

Safety

I have a right to receive safe and high quality care.

We will provide safe and effective medicines and high quality pharmacy related services, with professional care, skill and competence.

Respect

I have a right to be shown respect, dignity and consideration.

We will respect you and your culture, beliefs, values and personal characteristics and those of your carers and advocates when delivering services.

Communication

I have a right to be informed about services, treatment, options and costs in a clear and open way.

We will provide you open, timely and appropriate communication about your health, medicines and related services in a way you can understand.

Participation

I have a right to be included in decisions and choices about my care.

We will include you in making decisions and choices about your health, medicines and related services and products.

Privacy

I have a right to privacy and confidentiality of my personal information.

Unless you otherwise consent, we will maintain your personal privacy and assure proper handling of your personal health and other information. We will provide a private area to discuss your needs.

Comment

I have a right to comment on my care and to have my concerns addressed.

We will promptly address your comments or concerns about medicines or other services offered.

Disclaimer – community pharmacy can only provide healthcare within the legal scope of pharmacy practice.

If you want more information about how this Charter works, ask us here at this pharmacy or visit: www.health.gov.au/pharmacy

If you have concerns or comments about the quality of service you have received, please talk to the pharmacy staff in the first instance or you may contact the Australian Health Practitioner Regulation Agency (www.ahpra.gov.au) or your state or territory health complaints commission.