

## Customer Service Unit

### WE VALUE YOUR FEEDBACK

#### We are here to listen

As a patient, your feedback is important because it lets the Hospital know what is working well and what can be improved. The Customer Service Unit (CSU) is a service for you to tell us what you think. We welcome hearing from everyone – patients of all abilities, needs, ages and cultures as well as their families, support people and carers.

If you feel your care was well above what you expected please tell us so we can let the staff who cared for you know they did a great job.

If you have any concerns, telling the staff caring for you can usually help resolve the problem but if further help is required we can provide a patient advocate who can help you resolve issues or lodge a complaint.

Complaints are confidential and speaking out will not affect your care now or in the future.

#### Ways to tell us what you think

- Talk to the staff caring for you.
- Ask for the closest Suggestion Box.
- Fill in an Exceptional Service Card.
- Ask to see the Patient Advocate.
- Contact the CSU direct:

Customer Service Unit  
King Edward Memorial Hospital  
PO Box 134  
Subiaco WA 6008

Telephone: (08) 9340 1444  
Email: kemhcsu@health.wa.gov.au  
www.wnhs.health.wa.gov.au/general/csu  
Office hours are Monday to Friday  
8.30am to 4.30pm



If you prefer support from outside the Hospital you can contact

- Health Consumers' Council of WA (Inc) on 9221 3422 or Freecall 1800 620 780.
- Carers WA on 1300 227 377 or Freecall 1800 242 636.
- People With Disabilities WA on 9485 8900 (Perth) or Freecall 1800 193 331 (Country).

If you are unhappy with the outcome of your complaint, you can contact the Health and Disability Services Complaints Office on 1800 813 583.

This office can investigate matters that have occurred within the past two years.

Kind Edward Memorial Hospital adheres to the Western Australian Public Patients' Hospital Charter which outlines your rights and responsibilities.

## The Western Australian Public Patients' Hospital Charter

### You are entitled to:

- Safe and competent care.
- Treatment in order of need regardless of whether you are a public or private patient.
- Treatment explained and your consent.
- Access to an interpreter.
- To seek a second medical opinion.
- To be treated with respect and dignity and consideration of your special needs.
- Have a support person if appropriate.
- Advice on care before you leave hospital.
- Access to your records and confidentiality.
- A simple procedure for making complaints.

### We expect that you will:

- Tell staff about any change in your condition or any problems you may have with your treatment.
- Tell staff if you have any special needs.
- Be courteous and respectful to staff.
- Tell staff if you need more information or if there is anything you do not understand or are worried about.

If you would like to read the full Charter please ask for the pamphlet.

This information is available in alternative formats upon request

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**WOMEN AND NEWBORN HEALTH SERVICE**

**King Edward Memorial Hospital**

374 Bagot Road Subiaco WA 6008

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