

# Your Rights and Responsibilities



## What you can expect from us:

- We will provide medicines that are subject to thorough testing for safety and quality, in a timely manner.
- We will perform pharmacy services with professional care, skill and competence.
- We will always provide advice and recommendations for treatment that are in the best interest of patients.
- We will respect you and your culture, beliefs, values and personal characteristics.
- We will respect you or your carer's choice in treatment.
- We will provide open and appropriate communication about your healthcare.
- We will maintain your personal privacy and assure proper handling of your personal information.
- We will act with honesty and integrity.
- We will listen and acknowledge your comments and feedback.

## What we can expect from you:

- To provide accurate information about you and those in your care to the best of your ability.
- To participate in decision making and communicating, in an environment free from distraction.
- To respect the privacy and confidentiality of personal and health related information of staff and other visitors to the pharmacy.
- To be courteous and respectful and provide a safe environment for our staff, other workers and visitors to our pharmacy.
- To be patient during busy times and understand that we have processes we must follow for your safety.
- To help us develop our team, by giving us feedback on the service or experience you have received, whether it be positive or not.



[www.pdl.org.au](http://www.pdl.org.au)  
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The Pharmacy  
Guild of Australia