

# GOSFORD PRIVATE HOSPITAL PATIENT CHARTER

Gosford Private Hospital's Patient Charter outlines how we will provide a safe and high quality experience for you and your family. It is guided by our five hospital Values.

At our hospital you can expect:

**Best Practice:** Commitment to evidence-based patient care – focusing on your health and circumstances.

**Positive Energy:** Friendly professional staff that are happy and dedicated – encouraging and supporting you throughout your stay.

**Best Experience:** High quality care in a safe and understanding environment – meeting and exceeding your individual expectations.

**Respect:** Being listened to, understood and acknowledged – without judgement.

**It's Personal:** Being treated as a valued individual – with empathy, respect and understanding.

If you believe we aren't meeting these standards, we encourage you or a family member to bring this to our attention by:

- Completing our confidential online survey:  
**[gosfordprivate.com.au/patients/patient-feedback](http://gosfordprivate.com.au/patients/patient-feedback)**
- Speaking directly with any of our staff.
- Asking to speak with one of our Managers.
- If you are still not satisfied, contact our Executive Management through the Executive Assistant by dialing 436 on your room phone.

We also encourage you to share your overall feedback by completing a survey after you are discharged. This survey will be sent to you via email.

*This Patient Charter should be read in conjunction with the Australian Charter of Healthcare Rights, which describes the rights and responsibilities of patients and other people using the Australian health system. See the full Charter at [gosfordprivate.com.au](http://gosfordprivate.com.au)*



Gosford  
Private Hospital

a member of the health<sup>e</sup>.care group

