



Patient Access To Advocacy Service Procedure

Procedure Number
WCDHB-PN-0010

Version Nos:
3

1. Purpose

This Procedure outlines the process to be followed when patients and/or their family/whanau/caregivers request access to the Advocacy Service

2. Application

This Procedure is to be followed by all staff throughout the West Coast District Health Board (WCDHB).

3. Definitions

For the purposes of this Procedure:

Advocacy Service is taken to mean an official advocacy service contracted to the Health and Disability Commissioner via the Director of Advocacy.

4. Staff Authorised To Perform Procedure/Responsibilities

For the purposes of this Procedure:

Staff Members are required to:

- receive the request from patient/their family/whanau/caregiver;
- provide information on the Advocacy Service and how to contact them;
- if necessary, assist the patient/their family/whanau/caregiver to contact the Advocacy Service.

5. Resources Required

This Procedure requires:

- i) Advocacy Service Brochures

6. Process

- 1.00 All patients using a health or disability service have the protection of the Code of Health and Disability Consumers Rights. One of these rights is the right to access the Advocacy Service.
- 1.01 Advocacy Service is independent to the West Coast District Health Board/Coast Health Care.
- 1.02 The role of the Advocacy Service is to support patients and their family/whanau/caregivers who believe that their rights under the Code of Health and Disability Consumer Rights have been breached.
- 1.03 If a patient or their family/whanau/caregivers wish to access the Advocacy Service, staff members are to:
 - i) provide the patient and their family/whanau/caregivers with the brochure "Health and Disability Advocacy – Helping You Get Better Service";
 - ii) inform the patient and their family/whanau/caregivers of the contact phone number;



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- iii) assist the patient and their family/whanau/caregivers to contact the Advocacy Service if required.

7. Precautions And Considerations

- ➔ Patient have a right to access the Advocacy Service
- ➔ WCDHB staff members are required to assist patients in access the Advocacy Service.

8. References

Health and Disability Commissioners Act (1994)

Code of Health and Disability Consumers Rights (1996)

9. Related Documents

WCDHB Complaints Procedure

Revision History	Version:	3
	Developed By:	Quality Improvement Co-Ordinator
	Authorised By:	Chief Executive Officer
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