

INFORMATION SHEET

CODE OF HEALTH SERVICES CONSUMER'S RIGHTS

5 August 2021



ENDOMETRIOSIS AT A GLANCE

Endometriosis is a condition where tissue similar to the endometrium (the lining of the uterus) grows elsewhere in the body. This tissue responds to reproductive hormones where oestrogen stimulates patches forming superficial, lesions or endometrioma (ovarian cysts). Inflammation is generally present, and adhesions (scar tissue) can also form in response. Endometriosis within the muscle tissue of the uterus is known as adenomyosis, typically characterised by an enlarged uterus and heavy menstrual flow as well as pain at time of period.

It can help to understand the Code of Health & Disability Services' Consumers' Rights as well as the guidance about informed consent from the Medical Council when communication with health professionals.

CODE OF 'HEALTH & DISABILITY SERVICES' CONSUMERS' RIGHTS

When you use a health or disability service in New Zealand, you have the protection of a Code of Rights:

- **Right 1:** The right to be treated with respect.

This means that you have the right to be listened to, to be treated kindly by people, to have your beliefs and ideas respected, and to have your privacy respected.

- **Right 2:** The right to freedom from discrimination, coercion, harassment, and exploitation.

You have a right to be treated in the same way as other people. You should not be forced to do things you don't want to, and no one should abuse you or take financial, sexual or any other form of advantage of your situation.

- **Right 3:** The right to dignity and independence.

This means that you have a right to receive support in a manner that does not put you in awkward or embarrassing situations.

- **Right 4:** The right to services of an appropriate standard.

You have the right to receive support that is right for you; to have services provided with care and skill; to have services provided according to applicable legal, professional, and ethical standards; and to have professionals working together to provide quality and consistent service.

- **Right 5:** The right to effective communication.

This means you have the right to be told things in a way you understand, and the right to an environment that allows you to communicate openly and honestly

- **Right 6:** The right to be fully informed.

You have the right to have correct information about your condition, to be informed of available options, and to be told what is being done to you and why. This right mainly impacts on the work of health practitioners when you need a medical check-up, treatment or surgery.

- **Right 7:** The right to make an informed choice and give informed consent.

This means you have a right to be consulted on every decision that affects you, to be given explanations so you can make choices,

- **Right 8:** The right to support.

You are allowed to have someone with you when you receive care and support.

- **Right 9:** Rights in respect of teaching or research.

This means you have a right to be fully informed about the nature of others involvement in the research, and to choose to refuse to be part of teaching or research.

- **Right 10:** The right to complain.

You have a right to complain about the care and support you receive, a right to you're your concerns and worries listened to, to know the complaints procedure, and to be told how and when your complaint will be dealt with. If you make a complaint, you still have the right to receive care and support that complies with the Code.

GUIDANCE FROM THE MEDICAL COUNCIL ABOUT INFORMED CONSENT:

You have the right to 'informed consent' in choosing your care and must give permission. Under the Consumer Code, your health professional that is undertaking the treatment is responsible for ensuring they obtain your informed consent, and to communicate and work with you to help you make the best decision for yourself.

Consent is an interactive process, not a one-off event. Obtaining consent is a process of shared decision-making where your health professional should be helping you to understand your medical condition and the options for treating (or not treating) your condition.

Consent is more than signing forms and completing paperwork. Your health professional should be taking the time to ask you questions so that they understand what matters to you, and what your concerns, wishes, goals and values are.

Your health professional must give you the information you need to help you make a fully-informed decision by:

- Sharing information that is relevant to you, in a way you understand, and allow reasonable time for you to make your decision.
- Thinking about whether there is anything else they can do to make it easier for you to consider the different options and make a fully informed decision.
- Covering options available including those that they may not be able to provide themselves.
- Being open and honest and answer questions accurately.
- Including an explanation of your condition, the options available, and the results of tests and procedures.

Similar principles apply to you as the patient:

- You are the expert about your life, your concerns, wishes, goals and values.
- You are a partner in shared decision-making so have an equal role in communication:
 - Be open and honest and answer questions accurately.
 - Take the time to ask relevant questions so you understand your condition, options available and the results of tests and treatments.

For further information:

- Insight Endometriosis: Endo 101 Factsheet
- Insight Endometriosis: Endometriosis Symptoms Factsheet
- Insight Endometriosis: Diagnosing Endometriosis Factsheet
- Insight Endometriosis: Effective Communication Information Sheet
- Insight Endometriosis: Advocating for Yourself Information Sheet

References:

- <https://advocacy.org.nz/wp-content/uploads/2019/04/code-of-rights.pdf>
- <https://www.mcnz.org.nz/assets/standards/79e1482703/Statement-on-informed-consent.pdf>

Visit: www.insightendometriosis.org.nz

Email: info@insightendometriosis.org.nz

Call: 07 855 5123



/InsightEndometriosis



/Insight_Endometriosis



/Insight-Endometriosis