

Your Rights & Responsibilities

This brochure provides information about your rights and responsibilities as a Teachers Health member enrolled in programs and services provided or facilitated by Teachers Healthcare Services.

Eligibility & Access

Teachers Healthcare Services is dedicated to helping eligible Teachers Health members access a range of services to support your health and wellbeing. We're here to get you the help you need, when and where you need it, in a form that's right for you.

To access programs and services through Teachers Healthcare Services, you must have Hospital cover with Teachers Health and have served all relevant waiting periods.

Eligibility for individual programs and services varies, taking into consideration:

- your health condition/s
- your safety and wellbeing
- the best pathway to success for you
- government legislation regarding funding programs and services (visit privatehealth.gov.au/health_insurance/what_is_covered/privatehealth.htm for more info).

Accreditation & Care

Teachers Healthcare Services is proud to be accredited by *The Australian Council on Healthcare Standards* (achs.org.au), recognising our commitment to best practice and continuous improvement in the delivery of evidence-based care. This best practice includes the vetting of any external providers we may refer you to.

We'll consider your health care needs above all else and provide you with evidence-based, safe, effective and high-quality care where appropriate.

Respect & Recognition

Teachers Healthcare Services will recognise and respect your culture, identity, beliefs and choices, and that of your family members, carer or support person. We'll listen to you and treat you as an individual.

Likewise we ask that you treat our team with courtesy and respect, including being available at agreed appointment times or cancelling appointments with at least 24 hours' notice. In return we'll provide a punctual, efficient and professional service.



Participation & Partnership

Teachers Healthcare Services encourages you to actively participate in your care, including asking questions, furthering your understanding of your health and being an active participant in decision-making.

We ask that you communicate with us honestly about your health, including changing needs or circumstances, to allow us to provide you with the appropriate support. We also ask that you, to the best of your ability, make a commitment to your wellbeing, set realistic goals and take action as agreed with your care team.

We'll ensure (with your consent) that the key people involved in your care (e.g. GP or specialist) are kept up-to-date regarding your participation and progress in our programs and services.



Information & Empowerment

Teachers Healthcare Services' goal is to empower you with the knowledge you need to manage your health risks and condition/s, either independently or with the support of your local healthcare team. Our programs will give you the tools to become your own health advocate.



Privacy & Confidentiality

Teachers Healthcare Services will uphold your privacy and confidentiality when handling your personal and sensitive information and will not share your information without your consent.

All conversations you have with Teachers Healthcare Services are strictly confidential. We operate independently of Teachers Health and, in line with the *Privacy Policy* (teachershealth.com.au/privacy), information is shared with Teachers Health only in relation to paying benefits or improving our services.

As per government legislation (see privatehealthcareaustralia.org.au/consumers/private-health-insurance-community-rating-system), participation in our programs and services (including having a health condition or making claims) does not affect the cost of your Teachers Health membership.



Feedback & Evaluation

Teachers Healthcare Services welcomes your feedback and will ensure it's used to evaluate our practices and improve our service. You can provide feedback:

- 📞 over the phone on **1300 728 578** (either directly to one of our team members or via our feedback line); or
- ✉️ via email to info@teachershealthcare.com.au

If you wish to make a complaint via Teachers Health, you can:

- 📞 call **1300 728 188**; or
- ✉️ email to complaints@teachershealth.com.au; or
- ♥️ write to Teachers Health, GPO Box 9812, Sydney NSW 2001.