



## Patients' Charter of the Hong Kong Academy of Accredited Dietitians

### Contents

	Page
1.0 Introduction	2
1.1 Objectives	
1.2 Scope	
2.0 Rights of service users	2
3.0 Responsibilities of service users	3
4.0 Responses to inappropriate actions	3
5.0 Review	3
6.0 References	4
7.0 Management Endorsement	4
Appendix	
I. Patients' charter (Chinese)	5

## **1.0 Introduction**

### **1.1 Objectives**

- 1.1.1 To ensure both parties, Hong Kong Academy of Accredited Dietitian (HKAAD) dietitians (registrants) and services users, know the rights that service users have when receiving services from HKAAD dietitians.
- 1.1.2 To ensure both parties (HKAAD dietitians and services users) know the responsibilities that service users have when using services from HKAAD dietitians.
- 1.1.3 To suggest the responses that can be taken by service users when inappropriate actions by HKAAD dietitians are observed.

### **1.2 Scope**

Patients' Charter is to list service users' rights and responsibilities when receiving services from HKAAD dietitians. It also cover responses that can be taken by service users when inappropriate actions by HKAAD dietitians are observed.

## **2.0 Rights of service users**

HKAAD dietitians agree that service users have the following rights:

- 2.0.1 Be treated with respect and fairness
- 2.0.2 Receive services without discrimination of any types, such as age, sex, culture, ethnicity, religion, political belief, sexual orientation, health status, etc.
- 2.0.3 Receive services that supported by current scientific evidence-based knowledge and/or practice guidelines
- 2.0.4 Receive sufficient and accurate information, be able to understand the information in order to make informed decisions
- 2.0.5 Participate in decision making relevant to health of service users.
- 2.0.6 Seek opinions and/or services from other dietitians or other healthcare professionals
- 2.0.7 Grant, withhold or withdraw consent to any services at any stage and to be informed of the likely consequences of doing so
- 2.0.8 Raise any concerns and have the concerns being addressed
- 2.0.9 Have information relating to them kept confidential. Unless permission granted from service users or when law requires release, information pertaining to service users will not be released to others
- 2.0.10 Receive a copy of the results of any tests and analyses conducted
- 2.0.11 Receive information on itemized account detailing fees and charges
- 2.0.12 Complain without any fear

### **3.0 Responsibilities of service users**

To provide the best service, service users are responsible for:

- 3.0.1 Attending appointments on time, notifying the dietitian or relevant personnel as early as possible if service users are unable to keep the scheduled appointment
- 3.0.2 Ensuring all documentation, such as referrals and results from doctors or healthcare professionals, are given to the dietitian
- 3.0.3 Providing sufficient and truthful information, such as eating pattern, portion sizes, physical activity, present health, past medical history, and any other relevant details, to allow the dietitian to make an accurate assessment
- 3.0.4 Not expecting the dietitian to provide services beyond their scope of practice
- 3.0.5 Not requesting the dietitian to provide incorrect information, receipts, certificates, or any other documents
- 3.0.6 Understand that service users need to take responsibility for their own health, and follow the agreed intervention or recommendations
- 3.0.7 Paying accounts, if any, in a timely manner

### **4.0 Responses to inappropriate actions**

- 4.0.1 When the HKAAD dietitian has acted inappropriately, service users can take the following actions:
  - 4.0.1.1 Voice your concerns to the dietitian. Most issues, especially misunderstanding, can be dealt with through communication.
  - 4.0.1.2 If communication fails to deal with the issue or the matter is serious, service users may speak to their supervisor, or make a complaint to HKAAD (procedures can be viewed on the HKAAD website).
- 4.0.2 Note: HKAAD can only act on complaints about HKAAD dietitians. Anonymous complaints cannot be accepted.

### **5.0 Review**

The Patients Charter as outlined in this document will be updated and reviewed by the Education and Training Committee and changes if any approved by the Council every 3 years after taking into consideration stakeholder feedback, relevant research and evidence as well as development of the dietetics profession in Hong Kong. Updates will be disseminated to registrants by e-mail within 2-4 weeks and made available on the HKAAD website within 3 months of effective date.

## **6.0 References**

- 6.0.1 Dietitians Association of Australia (DAA) (2018) “Your rights and responsibilities.” <https://daa.asn.au/what-dietitians-do/definition-of-a-dietitian/your-rights-and-responsibilities/> (Accessed Feb 26, 2018).
- 6.0.2 Hospital Authority New Territories West Cluster (2018) “Patient’s Charter.” [http://www3.ha.org.hk/ntwc/patients\\_charter/Patients'%20Charter%20-%20Eng%20\(Final\).pdf](http://www3.ha.org.hk/ntwc/patients_charter/Patients'%20Charter%20-%20Eng%20(Final).pdf) (Accessed Feb 26, 2018)

## **7.0 Management Endorsement**

This document has been endorsed by the Council of HKAAD.

## **Appendix I**

### **病人約章**

#### **HKAAD 營養師同意你有以下權利：**

1. 受到尊重和公平對待。
2. 不受任何歧視，如年齡、性別、文化、種族、宗教、政治立場、性取向或健康狀況等。
3. 得到以現時科學基礎和/或執業指引為原則的服務。
4. 得到充分和準確的資料，並能夠理解它，使你能作出適當的決定。
5. 參與與你健康有關的決定。
6. 徵求其他營養師或其他醫療專業人員的意見和/或服務。
7. 在任何階段授予，拒絕或撤銷任何服務的同意，並被告知有關後果
8. 提出任何疑慮，並解決這些問題。
9. 得到將你的資料保密的承諾，除非得到你的許可或法律要求發布，否則有關你的資料將不會被公開。
10. 收到任何測試和分析結果的副本。
11. 得到詳細的收費資料。
12. 在沒有恐懼的情況下作出投訴。

#### **為確保你能獲取最佳的服務，你有以下責任：**

1. 應準時應診，如不能依期赴診，應盡早通知你的營養師或相關人員。
2. 應把所有文件，如醫生或其他專職醫療人員的轉介信和診症書，交給你的營養師。
3. 應詳盡及誠實地提供資料，包括你的飲食模式、進食份量、運動情況、健康狀況、過往曾患的疾病及其他有關詳情。這有助營養師為你進行準確的評估。
4. 不應期望營養師提供其專業範疇以外的服務。
5. 不應要求營養師提供不正確的資料、收據、證明書或其他文件。
6. 應遵從營養師所提出並經你同意的治療程序及建議，及明白你需要對自己的健康負責。
7. 應按時繳付診金。

#### **如你認為註冊營養師有不恰當的表現，你有權作出以下的行動：**

1. 你可以向營養師提出你的疑慮。大多數的疑慮，特別是誤會，是可透過互相溝通解決的。
2. 如你的疑慮不能透過溝通解決或你認為問題嚴重，你可以向該營養師的主管反映或向 **HKADD** 作出正式投訴 (投訴程序的詳情請參閱 **HKADD** 的網頁)。

備註: **HKADD** 只可處理關於被本會認可營養師的投訴，匿名投訴不會受理。