



Booklet 7

Examples of questions you can ask your health care worker when you are feeling sick



What do you think is making me sick?



You want me to have a test.

What happens?



Why is it the right test?

What are the **risks** of this test?



How long will it take to get the results?

When you get the results how will you tell me?



How will you explain what will happen?

How will you make sure I understand the information?



If I am given new pills or creams how do we make sure they are safe for me?

Will you make sure the **Pharmacist** reviews the new pills or creams?



If I still feel sick what should I do?



If I need to go to hospital how do you make sure they have all the information they need to help me?



Remember

If you are not happy with the treatment you get from a health service you can contact the Health and Community Complaints Commissioner



Call us on 8226 8666

If you live in the country, call us on 1800 232 007

Do not use a mobile phone to call the 1800 number

If you use the National Relay Service, call 133 677



Email us at: info@hcscs.sa.gov.au



Write to us at:

HCSCC

PO Box 199

Rundle Mall SA 5000

Website: You can fill out a complaint form at



<http://www.hcsc.sa.gov.au/online-complaint-form/>

There is a box with writing that says

HOW TO LODGE A COMPLAINT

ONLINE – click that box