

CONSUMER EXPERIENCE STATEMENT

OUR COMMITMENT

East Grampians Health Service (EGHS) strives to provide a positive experience for all those in our care, their loved ones and visitors



A POSITIVE EXPERIENCE MEANS:



EXCELLENCE

You receive high-quality, coordinated care delivered by skilled staff in a healthy, safe and private environment.



WORKING TOGETHER

We communicate with you openly and honestly, respecting your privacy at all times.

You are given clear information to help you remain independent and in control of your important health decisions.



COMMUNITY

Your individual needs, preferences and values are known, respected and embraced.

Your family and friends are involved as you wished.



INTEGRITY

You, your family and carers are supported emotionally and shown the same dignity, respect and compassion that we ask in return.



LEARNING CULTURE

You have the chance to provide feedback, compliments or concerns without feeling this would affect your care.

Your feedback helps us to learn and improve our care.

