

English

Patient Charter

Find out what you can expect – and what is expected of you – whenever you use NHS services in Scotland.

My health, my rights, my NHS

Everyone who uses NHS services in Scotland has rights about how they access and receive their care. These rights ensure people are treated safely, fairly and effectively, and with consideration, dignity and respect.

It's important that you know your rights and understand what you can expect from us whenever you use NHS services.

But it's also important to recognise that you have responsibilities – things that everyone is expected to do to help the NHS work effectively in Scotland and to help make sure it uses its resources responsibly.

So we have published a new Charter of Patient Rights and Responsibilities, which explains what you can expect – and what is expected of you – when you use NHS services and receive NHS care in Scotland.

Traditional Chinese - 繁體中文

Patient Charter (病人約章)

了解在 **Scotland (蘇格蘭)** 內使用 **NHS (國民保健服務)** 的各種服務時可有的期望，以及期望你有的表現。

My health, my rights, my NHS (我的健康、我的權利，我的 NHS)

每位在 **Scotland** 內使用 **NHS** 服務的人士都享有獲得服務和接受護理的相關權益。這些權益確保每個人都獲得安全、公平和有效的治療，同時獲謹慎、有尊嚴和尊重的對待。

你應知道你的權利，並明白在每次使用 **NHS** 服務時可有的期望。但你也應確認自己有一定責任，這是每個人都應盡的義務，以協助 **Scotland** 內的 **NHS** 有效運作，並確保可負責任地運用資源。

因此我們發表了全新的 **Charter of Patient Rights and Responsibilities (病人權益與責任約章)**，當中解釋當你在 **Scotland** 內獲取 **NHS** 服務和接受 **NHS** 護理時，可

Here we have included a summary of what the Patient Charter covers. To read the Charter in full, please visit nhsinform.scot/health-rights

Accessing and using NHS services in Scotland

I have the right to safe and effective treatment that is provided at the right time, in the right place, by the most appropriate person.

Communication and involving you

I have the right to be informed about and involved in decisions about healthcare and services.

Privacy and confidentiality

I have the right to privacy and for my personal health information to be protected when using NHS services.

Feedback, complaints and my rights

I have the right to give any feedback about my treatment and care and to have my concerns and complaints dealt with promptly and effectively as it helps to improve services for everyone.

To read the Patient Charter in full, visit nhsinform.scot/health-rights

以有什麼期望，而我們將期望你有什麼表現。

以下簡介 Patient Charter 的內容。如想閱讀 Charter (約章) 的完整版本，請瀏覽 nhsinform.scot/health-rights

在 Scotland 內獲取和使用 NHS 的各種服務

我有權獲得安全有效的治療，這些治療應由最合適的人員在適當時候及適當地點提供。

溝通與您的參與

我有權獲知和參與有關醫療護理及服務的決定。

私隱與保密

我有權在使用 NHS 服務時保障我的私隱，而我的個人健康資料應獲得保護。

意見、投訴與我的權益

我有權就我的治療及護理提供任何意見反饋，並要求及時和有效地處理我的疑慮及投訴，以幫助改善向每個人提供的服務。

如想閱讀 Patient Charter 的完整版本，請瀏覽 nhsinform.scot/health-rights