
 Hong Kong Academy of Accredited Dietitians 香港認可營養師學院	Professional Council	Document No.:	A-HKA-2019-008-V2
	Patients' Charter	Effective Date:	22 06 2021
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# Patients' Charter of the Hong Kong Academy of Accredited Dietitians

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2	22 06 2021


This document is only current as at the date of printing.  
Refer to HKAAD Website for current version.

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## Summary of Changes

	Location	Changes in version 2
1.	Whole document	Updated “HKAAD dietitian” to “Accredited Dietitians”; “註冊人” to “認可營養師”.
2.	Whole document	Updated “Council” to “ Professional Council”
3.	Whole document	Undated the content page

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## 1.0 Introduction

### 1.1 Objectives

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

### 1.2 Scope


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

## 2.0 Rights of service users

Accredited 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 Request a copy of the results of any tests and analyses conducted
- 2.0.11 Receive information on itemized service fees and charges before accepting services
- 2.0.12 Complain without any fear

## 3.0 Responsibilities of service users

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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 health/test reports, are given to the Accredited Dietitian
- 3.0.3 Providing sufficient and truthful information, such as eating pattern, portion sizes, physical activity, present health condition, past medical history, and any other relevant details, to allow the dietitian to make an accurate assessment
- 3.0.4 Not expecting the Accredited Dietitian to provide services beyond their scope of practice
- 3.0.5 Not requesting the dietitian to provide incorrect information, fake receipts and certificates, or any fraudulent 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 service fees in a timely manner


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

- 4.0.1 When the Accredited Dietitian has acted inappropriately, service users can take the following actions:
  - 4.0.1.1 Voice your concerns to the Accredited 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 HKAAD can only act on complaints about Accredited 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 Professional 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 Accredited Dietitians by e-mail within 2-4 weeks and made available on the HKAAD website within 3 months of effective date.

#### **6.0 References**


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- 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 Professional Council of HKAAD.

Note: In case of discrepancies between the English and Chinese versions, the English version shall prevail.

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## **Appendix I**

### **病人約章**

#### **1.0 引言**

##### **1.1 目的**

1.1.1 確保雙方，即香港認可營養師學會（HKAAD）營養師（認可營養師）及服務使用者，了解服務使用者在接受認可營養師服務時所享有的權利。

1.1.2 確保雙方（認可營養師和服務使用者）了解服務使用者在接受認可營養師服務時所承擔的責任。

1.1.3 當服務使用者察覺到認可營養師有不當行為時，建議服務使用者採取的行動。

##### **1.2 範圍**

病人約章是列出服務使用者在接受認可營養師服務時的權利和責任。它還包括服務使用者在察覺到認可營養師有不當行為時可採取的行動。

#### **2.0 服務使用者的權利**

認可營養師同意你有以下權利：

2.0.1 受到尊重和公平對待。

2.0.2 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。

2.0.3 得到以現時科學基礎和/或執業指引為原則的服務。

2.0.4 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。

2.0.5 參與與你健康有關的決定。

2.0.6 徵求其他營養師或其他專職醫療人員的意見和/或服務。

2.0.7 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。

2.0.8 提出並解除任何疑慮。

2.0.9 得到資料保密的承諾，除非得到你的許可或法律的要求，否則有關你的資料將不會被公開。

2.0.10 可要求得到任何測試和分析結果的副本。

2.0.11 在接受服務前，得到詳細的收費資料。


2.0.12 在沒有恐懼的情況下作出投訴。

#### **3.0 服務使用者的責任**

為確保你能獲取最佳的服務，你有以下責任：

3.0.1 應準時赴診，如不能依期赴診，應盡早通知你的營養師或相關人員。

3.0.2 應把所有文件，如醫生或其他專職醫療人員的轉介信和化驗報告，交給認可營養師。

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3.0.3 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。這有助認可營養師為你進行準確的評估。

3.0.4 不應期望認可營養師提供其專業範疇以外的服務。

3.0.5 不應要求認可營養師提供不正確的資料、假收據和證明書或任何欺詐性文件。

3.0.6 應遵從認可營養師所提出並經你同意的治療及建議，及明白你需要對自己的健康負責。

3.0.7 應按時繳付服務費用。

## 4.0 對不當行為可作出的行動

4.0.1 如認可營養師有不當行為，你可作出以下行動：

4.0.1.1 你可以向認可營養師提出你的疑慮。大多數的疑慮，尤其誤會，都能透過溝通解決。

4.0.1.2 如不能透過溝通解決或問題嚴重，你可以向該認可營養師的主管反映或向 HKAAD 作出正式投訴 (投訴程序的詳情請參閱 HKAAD 的網頁)。

4.0.2 HKAAD 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。

## 5.0 審閱

教育和培訓委員會將考慮到持份者的意見，相關研究和證據，以及香港營養專業的發展後，每 3 年審閱和更新此文件，並由理事會審批。更新文件將在 2-4 週內以電子郵件發送給認可營養師，並在生效日期後 3 個月內上載於 HKAAD 網站。

## 6.0 參考

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 醫院管理局新界西醫院聯網病人約章 (2018)  
["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 Professional 理事 (how should PC be translated to Chinese?)會認可

本文件已獲 HKAAD Professional 理事會認可。

備註: 如中英文版本有差異，以英文版本為準。