**Question Bank Code of Rights**

FILL THE GAP 6 questions  
T/F 6 questions

M/C 6 questions

**FILL THE GAP**

The Code of Rights is made up of %% rights in total.  
10  
8  
12

Every person has the right to services of %% standard.

an appropriate  
an average

a poor

In order to make an informed decision, a person requires %% of the information.  
all  
some

most

When a client complains, you should %% their concerns.listen to  
ignore  
dispute

%% the right to complain.

We all have  
Only people receiving care have  
Only family members have

Once a person has made an informed decision, the healthcare team should %% those decisions.

abide by  
ignore  
consider

**TRUE/FALSE**

You should enable your client to do as much as they can for themselves. TRUE

Providers do not need to collaborate with one another to ensure continuity of services. FALSE

Every person should be presumed competent to make an informed choice, unless there are reasonable grounds for believing that the consumer is not competent. TRUE

Consumers do not have the right to have a support person of their choice with them, where appropriate. FALSE

Advocacy is a free and confidential service anyone can access to understand their rights when using a health or disability service. TRUE

Effective communication does not allow clear information to be conveyed. FALSE

**MULTIPLE CHOICE**

Which of the following is a positive example of showing respect?

Learning and pronouncing whānau names correctly  
Listening to the wishes of the family, rather than the wishes of the individual  
Applying your own personal set of values and preferences  
Insisting that the individual is cared for in a care home, rather than by their family

Every person has the right to freedom from:

Discrimination

Coercion

Harassment

All of the other answers

Which of the following is a positive example of effective communication?  
Booking an accredited interpreter as required  
Providing information about a service in a written format only  
Withholding information about test results  
Providing information to the family, rather than the individual

Someone who is asked to participate in teaching or research should be:  
Provided with a full explanation of what to expect  
Given the right to refuse or not participate  
Treated equally if participating  
All of the other answers

Which of the following is a positive example of the complaints process?  
Listening to a person’s concerns and informing them what will be done to resolve the issue  
Disputing the person’s concerns and hoping the complaint will go away  
Escalating the complaint immediately to the Health and Disability Commissioner  
Informing the person immediately that there is no way to resolve their issue

To “fully inform” someone means to provide that person with:  
a clear explanation of the risks, side effects and costs associated with every treatment option available to them

an explanation of the treatment that you feel will be the most successful only   
a clear explanation of just one of the treatment options available to them  
all of the other answers