

Unanderra Family Practice

Patient rights and Responsibilities

Rights

Our practice respects the rights and needs of all patients.

No patient is refused access to clinical assessment or medical treatment on the basis of gender, race, disability, Aboriginality, age, religion, ethnicity, beliefs, sexual preference or medical condition. Provisions are implemented to ensure patients with a disability can access our services.

The practice identifies important cultural groups within our practice including non-English speaking background patients, religious groups and those of Aboriginal and/or Torres Strait Islander background. We endeavour to continue to develop any strategies required to meet their needs.

Our practice provides respectful care at all times and is mindful of our patients' personal dignity. We have a plan in place to respectfully manage patients in distress.

Visual and auditory privacy for patients is provided in the waiting room and throughout the consultation process. Each consulting and treatment room has a curtain or room divider around the examination bed for patient privacy, and the doors to the consulting rooms are closed for each consultation.

Patient privacy and confidentiality is assured for consultations and in medical and accounts records, appointments, telephone calls and electronic media including computer information. Our practice does not leave patient information in any format in areas of the practice or surrounds that would allow unauthorised access. All members of our practice team sign a privacy agreement upon acceptance of work, and risk disciplinary action should a breach of this agreement occur. Information no longer required that contains any reference to patients, including diagnosis reports, specialist letters, accounts etc. are disposed of securely.

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Patients have a right to access their personal health information and may request to view their record or obtain a copy.

Our privacy policy for the management of health information is displayed in the waiting room, and is readily presented to anyone who asks. This policy includes information about the type of information and data this practice collects, how we collect it, use it and protect it, and to whom we may disclose it to

Patients have the right to refuse any treatment, advice or procedure. Our general practitioners discuss all aspects of treatment and will offer alternatives should a patient seek another medical opinion. A patient will not be denied future care in the event that they have previously refused treatment, advice or procedures.

For ongoing management of patients who opt to no longer attend out practice, our general practitioners will ask for the forwarding practitioner/practice address and facilitate a transfer of health information. A copy of the patient's health record or health summary will be sent directly to the new location via secure registered post, or by fax if requested.

This practice acknowledges a patient's right to complain. We provide mechanisms to ensure that this feedback, as well as positive comments and suggestions, are freely received and implemented where possible.

Patients are provided with sufficient information about the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments to enable patients to make informed decisions about their health.

Patients are provided with adequate information about our practice to facilitate access to care including our arrangements for care outside our normal opening hours.

Our practice participates in University training programs for medical students and may have Medical Students on-site; patients are advised of this with a notice in the waiting room. If undergraduate students are on practice placement and observe patient consultations, the patient is asked for their prior consent to the presence of this third party and this consent is documented in their health record.

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Patient consent is also sought for participation in our health reminder systems and any research projects we may participate in. Patients are advised that any prior consent given can be withdrawn at any time.

Responsibilities

Staff Unanderra Family Practice have a right to practice in a safe environment, just as all patients and visitors have a right to receive care in a safe and welcoming environment.

Violence and aggression will not be tolerated.

Whilst staff will do their best to resolve any conflicts, if any one becomes violent, aggressive or threatens the safety of any individual in any way, they will be asked to leave the practice. If the behaviour continues and the individual refuses to leave, the police may be called for assistance.

In light of the recent COVID-19 pandemic, we also ask that patients inform us when they are unwell, so that we can put things in place to prevent the spread of any infections.

We ask that you respect that our staff are busy trying to provide the best possible care to all of our patients, and this may take time. Your patience is appreciated when it comes to answering phones, making appointments and answering queries.

Reviewed and Updated: February 2024

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