

## Chaperone policy: Patient notice

**This pharmacy is committed to providing a comfortable and safe environment for both patients and staff, ensuring best practice is always followed and patient confidentiality is maintained.**

- All patients have a right to the presence of a chaperone during a consultation, examination, or procedure — this includes an informal chaperone such as a family member or a friend.
- You may prefer to have a formal chaperone present, in which case we will endeavour to make this possible.
  - Please inform us when you make an appointment so that we can make the necessary arrangements.
  - A formal chaperone may not always be available; therefore, we may need to reschedule your appointment or refer you to a pharmacy where a formal chaperone is available.
- Your pharmacist may choose to have a chaperone present during your consultation, examination, or procedure — this intention will be made clear to you beforehand.
  - If you prefer not to have a chaperone present and the pharmacist is not happy to continue without one, we will make every effort to arrange for you to see another healthcare professional as quickly as possible.

**If you would like to see a copy of our company chaperone policy or have any questions regarding this, please speak to the pharmacist.**