

# **Maiden Gully Medical Practice**

## **Patient Rights Policy**

The practice staff members respect the rights and needs of all patients.

No patient is refused access, 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. (Refer Access and Parking).

The practice identifies important/significant cultural groups within our practice including non-English speaking background patients, religious groups and those of Aboriginal and Torres Strait Islander background. We endeavor to continue to develop any strategies required to meet their needs. (Refer Culturally Appropriate Care).

The practice provides respectful care at all times and is mindful of patient's personal dignity. We have a plan in place to respectfully manage patients in distress (Refer Appointments)

Visual and auditory privacy for patients is provided in the waiting room and during the consultation. The waiting room provides soft music or TV to assist patient auditory privacy. Each doctor's consulting room and the treatment room has a curtain around the examination couch for patient privacy and the door is 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. Doctors and staff do not leave patient information in any format in areas of the Practice or surrounds for unauthorized access by the public. Staff members sign a privacy agreement upon acceptance of employment and risk immediate dismissal should a breach of this agreement occur. Information no longer required that contains any reference to patients, including diagnosis reports, specialist's letters, accounts etc. is securely disposed of via shredding. (See Confidentiality & Medical Records.)

Patients have a right to access their personal health information and may request to view their record or obtain a copy. (See Confidentiality & Medical Records).

Our privacy policy for the management of health information is displayed in the waiting room and also on the practice information sheet. It should be made available to anyone who asks. This policy includes information about the type of information this practice collects, how we collect it, use and protect it and to whom we disclose it. (See Confidentiality & Medical Records).

Patients have the right to refuse any treatment, advice or procedure. Our doctors discuss all aspects of treatment and will offer alternatives should a patient seek another medical opinion. (Refer Clinical Management of a patient refusing advice and informed consent).

For ongoing management of patients, should they leave the area, our doctors will ask for the forwarding doctor's or Practice address.

A copy of the patient's medical record or the health summary (if the record is bulky) will be sent directly to the new location via secure priority post. (Refer Transfer of medical records)

This Practice acknowledges a patient's right to complain. We provide mechanisms to ensure that this feedback in addition to positive comments and suggestions are freely received and implemented where possible. (Refer to Complaints).

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. (Refer Informed Consent)

Patients are provided with adequate information about our practice to facilitate access to care including our arrangements for care outside the normal opening hours (Refer to Provision of brochures, leaflets and pamphlets for patients).

This Practice participates in the RACGP Training Program and regularly has registrars on site. Patients are advised of this with a notice in the waiting room. If undergraduate students are on practice placement here and observe doctors' consultations, then the patient is asked for his/her consent. Each patient is given a written note describing our involvement in this medical training program with details of the process we follow. (Refer 3<sup>rd</sup> Party Observing or clinically involved in the Consultation).

The patients consent is sought for participation in health reminder systems and research projects. Consent can be withdrawn at any time by the patient. (Refer Research Projects)