

Patients' Rights & Responsibilities Policy

Objectives

The purpose of the Complete Health at Crossways Patients' Rights and Responsibilities policy is to ensure that all patients are treated respectfully, regardless of beliefs, religious views, cultural backgrounds, sexuality, age, gender, disability status, or any other distinguishing characteristics. However, the patients' demographics will be respected and kept in mind when treating them.

In our practice, GPs, clinical and non-clinical staff respect patients' rights and needs by treating them with courtesy and respect. We provide training to ensure GPs, clinical and non-clinical staff communicate in a clear, understanding and considerate manner.

Our Policy

Complete Health at Crossways has adopted a patients' rights & responsibilities policy aligned to the Australian Charter of Healthcare Rights.

All patients will:

- Have access to healthcare services and treatments that meet their needs regardless of beliefs, religious views, cultural backgrounds, sexuality, age, gender, disability status, or any other distinguishing characteristics.
- Receive safe and high-quality health care that meets national standards
- Be cared for in an environment that is safe and makes patients feel safe
- Be treated as an individual with dignity and respect
- In partnership make decisions with my GP to the extent that I choose and am able to
- Be able to ask questions and be involved in open and honest communication
- Include the people that I want in planning and decision-making
- Be given clear information about their condition, the possible benefits and risk of different tests and treatments, so they can make informed decisions
- Receive information about services, waiting times and costs
- Be given assistance, when needed, to help them understand and use health information
- Have access to their health information
- Be told if something has gone wrong during their healthcare, how it happened, how it may affect them and what is being done to make care safe
- Have your personal privacy respected
- Have information about them and their health kept secure and confidential
- Freedom to provide feedback or make a complaint without it affecting the way that they are treated
- Have any concerns addressed in a transparent and timely way
- Be able to share their experience and participate to improve the quality of care and health services.

Our Staff Responsibility

GP's, clinical and non-clinical staff will respect the rights and needs of patients. This is done through friendliness, fairness and open communication. These traits also minimise the risk of patient dissatisfaction, grievance, complaint or legal action.

It is for these reasons that the following will apply:

- Staff should be courteous at all times and treated with warmth, empathy and consideration
- Patients must be spoken to clearly with information repeated where necessary
- Staff need to be understanding of patients who may be anxious, frightened or unfamiliar with the practice
- Staff must give patients time to communicate in difficult situations to ensure they have all relevant information.

Patient Responsibility

We work in partnership with our patients to provide holistic care so we ask that patients:

- Attend for all appointments on time
- If you need to change your appointment, please provide us with at least 24 hours' notice where applicable
- Treat all our staff and fellow patients with respect
- Communicate honestly and openly with our GP about your medical conditions, symptoms, allergies, medications and any other health related information so that in partnership the best health outcomes can be achieved
- Update our GP with any other healthcare that you receive, after hour care, changes to your medical care so that we can provide quality healthcare and keep patients records up to date
- Follow your treatment plan and instructions provided by the GP for your healthcare
- Engage and participate in our Preventative Health standards
- Ask questions and share information with your GP
- Provide us with feedback on how we can continually improve our healthcare