

Appendix III - Patient Rights and Responsibilities Policy

Purpose

This policy outlines the rights and responsibilities of patients attending View Street Medical. It aims to promote respectful, safe, and high-quality care through a shared understanding between patients, carers, and practice staff regardless of beliefs, religious backgrounds, cultural backgrounds, sexuality, gender, age, disability, or any other distinguishing characteristics. However, these will be respected and considered to ensure patients individual needs are met.

View Street Medical is committed to providing patient-centred care aligned to the Australian charter of Healthcare Rights.

Scope

This policy applies to all patients, their families or carers, and all members of the practice team.

Patient Rights

All patients will:

Have Access to Care

- Receive timely and appropriate medical care regardless of age, gender, cultural background, religious views, disability status, sexuality, gender, or any other distinguishing characteristics.
- Be informed if services are unavailable or if referral to another provider is required.

Respect and Dignity

- Be treated with courtesy, respect, and compassion.
- Receive care in a safe environment free from discrimination, harassment, or abuse.
- Have your culture, identity, beliefs and choices recognised and respected.
- Receive care in an environment that makes you feel safe.

Privacy and Confidentiality

- Have your personal privacy respected.
- Have the privacy and confidentiality of your health information maintained in accordance with Australian privacy legislation.
- Access to your health information and request corrections where appropriate.

Informed Consent and Decision-Making

- Receive clear, understandable information about your condition, investigations, treatment options, risks, and associated costs relating to your care.

- Participate in choices and decisions about your care with your GP, to the extent that you are able to provide your informed consent.
- Receive information or assistance, when needed, to help you understand health information related to your care.
- Include other people you wish to be involved in planning and decision making.
- Refuse or withdraw consent to treatment, acknowledging potential consequences.

Continuity and Quality of Care

- Receive care that meets professional standards.
- Be informed about the involvement of students or other healthcare providers in your care.
- Be advised if something has gone wrong during the course of providing your care, receive information about how it happened, how it may affect you, and what is being done to resolve it and make care safe.

Communication

- Ask questions, be involved in open and clear communication and receive clear explanations.
- Request an interpreter or utilise another communication service when needed.

Feedback and Complaints

- Provide feedback, make complaints, or raise concerns without fear of discrimination or negative impact on your care.
- Have your concerns managed respectfully, promptly, and fairly.

Patient Responsibilities

Patients are encouraged to:

Respect Others

- Treat practice staff and other patients with courtesy and respect.
- Behave in a manner that supports a safe and welcoming environment.

Provide Accurate Information

- Communicate openly with your GP, providing honest information about your health, symptoms, medications, allergies and medical history, any after-hours care received, and other health-related matters we can provide the most appropriate care for you.
- Inform the practice of changes to personal details such as address or contact information.

Participate in Care

- Ask questions if you require further information or instructions.
- Follow agreed treatment plans where possible, or discuss concerns if unable to do so.

- Engage in preventative health care.

Appointments and Fees

- Attend appointments on time or provide at least two hours' notice if you need to cancel or change your appointment.
- Understand and meet financial obligations, including fees not covered by Medicare or other funding arrangements.

Safety and Infection Control

- Follow practice policies related to safety, infection prevention, and public health requirements.
- Inform staff if you have symptoms that may pose a risk to others.

Respect Practice Policies

- Comply with practice policies regarding prescriptions, test results, communication, and behaviour.

Unacceptable Behaviour

This practice has zero tolerance for aggressive, abusive, discriminatory, or threatening behaviour, including inappropriate or aggressive language during telephone calls. Such behaviour may result in the termination of phone calls, limitation or withdrawal of services, and escalation to the appropriate authorities. This does not apply where emergency medical care is required.

Review and Accessibility

This policy is reviewed regularly to ensure it remains current and effective. Copies are available at reception and on request in alternative formats.