

Patient Rights and Responsibilities Policy

Purpose

This policy sets out the rights that patients can expect when receiving care at Priority Health Group, Emerald Surgery and DermDoctor Skin Cancer Clinic, and the responsibilities we ask of patients in return. Good health care is a partnership between patients and the practice team, and this policy describes how we work together to achieve safe, respectful and high-quality care.

Scope

This policy applies to all patients of the practice and to all doctors, nurses, allied health providers, and administrative and management staff across all practice sites.

Policy statement

Priority Health Group is committed to providing patient-centred care that is safe, respectful, non-discriminatory and culturally appropriate. We treat every patient with courtesy, dignity and consideration, regardless of gender, age, religion, ethnicity, cultural background, sexual orientation, disability or medical condition. In turn, we ask patients to work with us so that we can continue to provide care that is safe and effective for everyone.

Patient rights

As a patient of this practice, you have the right to:

- **Respectful, safe care** – to be treated with courtesy, dignity and consideration, and to receive care that does not discriminate against you.
- **Culturally appropriate care** – to have your beliefs, religious and cultural background respected, and to request a practitioner of a specified gender where this can be accommodated.
- **Privacy and confidentiality** – to have your personal and health information kept private and secure, and to access your own health record in accordance with our Privacy Policy.
- **Information about the practice** – to receive clear information about our services, practitioners, opening hours and how to access care, including after hours.
- **Communication you understand** – to be helped to understand information about your care, including access to a professional interpreter (TIS National) or the National Relay Service at no cost to you.
- **Informed decisions** – to be involved in decisions about your care, to be given enough information to make those decisions, to seek a second opinion, and to refuse treatment.
- **Information about costs** – to be told the expected costs of care initiated by the practice before it is provided, wherever possible.
- **Consent to a third party** – to give or withhold consent to the presence of a third party, such as a medical student or observer, during your consultation.
- **Choice of practitioner** – to decline care from a particular member of the practice team, and to decline to take part in teaching or research, without it affecting your ongoing care.
- **Continuity of care** – to see your preferred doctor where possible, and to have your care coordinated and transferred safely when needed.
- **Accessible services** – to access services and premises that meet your needs as far as reasonably practicable.
- **Feedback and complaints** – to provide feedback or make a complaint, to have it handled fairly and promptly, and to be informed of external options, without it affecting your care.

Patient responsibilities

To help us provide safe, high-quality care, we ask that you:

- **Treat others with respect** – treat our doctors, staff and other patients with courtesy and respect. Abusive, aggressive or discriminatory behaviour will not be tolerated.
- **Provide accurate information** – give accurate and complete information about your health, medical history, medicines and personal details, and tell us when these change.
- **Attend appointments** – arrive on time and give as much notice as possible if you need to cancel or reschedule, in line with our Cancellation & DNA Policy.
- **Take part in your care** – ask questions if you do not understand and participate in decisions about your treatment.
- **Follow agreed plans** – follow agreed management and treatment plans as far as you are able, and let us know if you cannot, or if your condition changes.
- **Respect privacy** – respect the confidentiality and privacy of other patients and of the practice team.
- **Meet financial obligations** – be aware of and meet your financial responsibilities and discuss any difficulty in paying with the practice.
- **Follow practice processes** – obtain results as advised and understand that email is not used for urgent matters or medical advice.
- **Bring relevant information** – bring relevant information to your appointments, such as current medicines, referrals, results and other documents.
- **Give feedback** – let us know if something can be improved, through the appropriate feedback channels.