

Patient Code of Conduct

This code outlines the expected standard of behaviour for all patients. By attending our private practice, you are agreeing to uphold this standard and failure to comply may result in immediate discontinuation of treatment.

- Not act in a manner others may find threatening, bullying, or frightening. Our practice has a duty to provide a safe physical and psychological environment free from aggression, abuse, intimidation, or racism for both staff and other patients.
- Not act in a manner which could harm others or myself and I understand I can approach staff if I am feeling distressed or anxious.
- Understand that it may be necessary to return for another appointment if the doctor deems it necessary, to assess multiple problems.
- To follow the direction of staff, which may include being asked to abide by government directives set down for hospitals, which are high risk settings, or our conditions of entry, e.g., mask wearing, providing proof of Covid vaccination or testing, rescheduling appointments if unwell.
- Not to smoke in the premises.
- Not to attend the practice adversely affected by alcohol or drugs.
- If the need arises to take or make a call in the waiting room, will confine volume to avoid disturbing others, or go outside. If going outside to take or make a call, let Reception staff know.
- Not answer phones when in a consultation with the doctor or nurse, or the next patient may be called before me.
- Encourage children that attend, to sit quietly and not run, shout or climb on furniture, so as to not disturb staff trying to work, or upset patients who may be feeling unwell or anxious. Quiet toys, colouring books and headphones for electronic devices are required.
- Make payment on the day of service, as this is a private practice that has fees for services provided. However, if in receipt of a government pension, payment for services may be covered by Medicare, if an item number is applicable.
- Understand that allocated appointment time is 'arrival time' only, as unforeseen circumstances such as complicated cases can cause the doctors and photographer to run behind. Will allow adequate time for appointments.
- Cancel appointments with as much notice as possible. This will allow other waiting patients to be offered a consultation. I understand that if I consistently fail to attend appointments, a 'no show' fee may apply, or I may be asked to seek care elsewhere.
- Should these conditions not suit, please see your GP for help finding care elsewhere.

In return, our staff will treat each patient with care, respect and professionalism.