

# PATIENT CODE OF CONDUCT

**We request all patients and visitors help us make our Practice a safe place for everyone by agreeing to the following standards.**

## **STANDARD OF BEHAVIOUR**

I understand that staff have my best interest at heart and will not place unrealistic demands and expectations on them.

I agree to treat others with kindness and respect and will not behave in a manner that may offend, embarrass, intimidate or threaten staff, patients or other patrons, on the phone, in person or via electronic means (email, SMS, social media).

I will not display racial, homophobic, biophobic, transphobic or sexist language or behaviour whilst in the clinic or on the phone.

## **APPOINTMENT MANAGEMENT**

I am responsible for the management of my own health. I will monitor my scripts and specialist review dates and book appointments in advance before my scripts run out or a specialist referral is required.

I understand that the doctor's appointments fill quickly, therefore I will take responsibility for making bookings in a timely manner for my own benefit.

I understand that any appointment times offered to me are the best available.

I will book longer appointments if I have several matters to discuss or have significant mental health concerns. I understand that I may need to return if my appointment length is not sufficient for multiple problems.

I will book in my own appointments unless I am under the age of 16 or I have previously consented for a carer to make appointments on my behalf.

I understand running behind is sometimes out of the GP's control as they may have unexpected, complicated consultations which run over-time.

## **RECEIVING RESULTS**

I will discuss with my GP at my appointment how I will receive results.

If I wish to discuss results received after an appointment I will make another appointment with my GP.

## **FEES**

I agree that any fees chargeable will be paid on the day.

I agree to cancel appointments I cannot attend with as much notice as possible and understand there may be a fee for a late cancellation as per the clinics 'Appointment Cancellation Policy'.

I agree that multiple non-attendances without prior timely notice to the clinic may result in a fee.

## **TELEHEALTH APPOINTMENTS**

I understand that a telehealth appointment is a scheduled appointment similar to an in clinic appointment and I must be ready for the call.

I agree to be connected to devices required for telehealth appointments in time for my appointments.

I understand the doctor will try twice (2) to phone me and if I do not answer it will be a non-attendance.

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