











# PATIENT RIGHTS & RESPONSIBILITIES

	WHAT YOU CAN EXPECT	WHAT YOU CAN DO TO HELP
 <b>ACCESS</b>	Our services are organised to provide equity of access.	Keep appointments and let us know if you cannot attend. Let us know if you have any special access needs.
 <b>DIGNITY &amp; RESPECT</b>	We treat people with dignity and respect for your values and beliefs.	Treat our staff and other patients with respect and consideration.
 <b>SAFE &amp; EFFECTIVE SERVICES</b>	We provide services with competence, skill and care in a safe environment, delivered by trusted professionals.	Comply with any instructions given by staff relating to smoking, infection control and the safety of the clinic.
 <b>COMMUNICATION &amp; INFORMATION</b>	We will always identify ourselves. We listen carefully and communicate openly and honestly. We provide clear, comprehensive and understandable information.	Provide us with full and accurate medical information. Let us know if there is anything you do not understand.
 <b>PARTICIPATION</b>	We involve you in shared decision making to find the best treatment for your budget, lifestyle and values.	Ask plenty of questions, and cooperate during consultation and procedures.
 <b>PRIVACY &amp; CONFIDENTIALITY</b>	We will do our best to ensure that you have adequate personal space and privacy when you use our services. We maintain strict confidentiality of your personal information.	Respect social distancing guidelines.
 <b>SUPPORTING SELF-CARE</b>	We will provide you with education and support to manage your own health and ensure that you avoid unnecessary pain.	Follow any instructions given for self-care (including taking medication) and attend follow-up appointments.
 <b>ACCOUNTABILITY</b>	We welcome your complaints and feedback, and will address your concerns in a timely manner.	Tell us about your experience – we want to hear your feedback so we can identify service improvements.