



# Nunyara House Specialist Medical Centre

43 Adelaide Road, Gawler South SA 5118

## CODE OF CONDUCT

Dec. 2018

### **All Doctors and Staff towards Patients:**

1. We will advise the patient at the time of checking in, of any delay in their appointment.
2. We will always treat the Patient in a friendly and respectful way.
3. We will provide a comfortable, safe environment in the surgery.
4. We will explain to the Patient if a Practice policy is preventing agreement to a request.
5. We will appreciate the Patient's need for confidentiality, both face to face and over the telephone.
6. We will be prepared to explain, carefully and respectfully, any instructions given by a member of staff.
7. We reserve the right to Blacklist any Patient from our appointment list for continued cancellation of appointments and failure to attend as per our Practice Policy, but we will not do so without explaining the reasons for removal and a letter explaining this will be sent to your GP and referring doctor.
8. Threatening behaviour will result in immediate removal.

### **Patients towards all Doctors and Staff:**

1. Whenever you attend the surgery, please check in with Reception Staff and be understanding and patient if we are busy.
2. At the time of booking appointment, please advise Reception staff of any new problems or if you have not been seen for over 12 months.
3. If you have been waiting for an extended period from your appointment time, please advise the Reception staff.
4. If you are feeling unwell, please tell Reception staff as they can only help if they know.
5. A 24 hour cancellation notification is required for any appointments that are not needed.
6. The Receptionists are following the Specialists instructions. If you are unhappy with a particular service, please contact the Practice Manager.
7. If you are not clear on any information and instructions given by the doctor or another staff member, please ask for **clarification before** leaving the surgery.

8. Please respect other Patient's needs and try to keep any children under control.
9. The doctor will provide prescriptions during consultation but if these are needed out of consultation then please go to your GP for these. Out of consultation prescriptions could incur a fee.
10. If there appears to be a problem between the Practice and the Patient, we ask that you contact us via telephone, email or by letter.
11. Patients are reminded that physical threats, verbal abuse or racial abuse are unacceptable and will result in immediate Blacklisting in our database, with a contact letter to your GP and referring doctor.

### **Complaints Procedure:**

We always try to provide the best services possible, but there may be times when you feel this has not happened. The Practice adheres to a practice based complaints procedure and you should contact the Practice either in person or in writing, if there is an issue you wish to discuss. You will find contact details on our website: [www.nunyarahouse.com.au](http://www.nunyarahouse.com.au)

### **Confidentiality:**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and the practice will ensure that patient confidentiality is maintained at all times, by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of the team.

**Nunyara House Specialist Medical Centre**

**Code of Practice**

**To ensure that statutory requirements are met at all times and to implement practice policy.**

**To ensure that safe systems of work are practised and that the agreed health and safety policies are carried out.**

**To be aware of the responsibility of every team member and to have regard for their safety and others at the practice.**

**To make every effort to protect patient confidentiality at all times.**

**To be conversant with the practice fire regulations.**

**To be conversant and up to date with any recent developments within the practice.**

**To alert other team members to issues of quality and risk.**

**To assess own performance and take accountability for own actions, either directly or under supervision.**

**To contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the practice.**

**To work effectively with individuals in other agencies to meet patient needs.**

**To effectively manage own time, workload and resources.**