

Futures Wellness Clinic

Patients' Rights and Responsibilities

Policy



Purpose

The purpose of the Futures Wellness Clinic's Patients' Rights and Responsibilities policy is to ensure all patients are treated respectfully, regardless of their beliefs, culture, sexuality, age, gender, disability, or other characteristics. Our practice is committed to providing care that respects patients' demographics and individual needs. All staff are trained to communicate clearly and with consideration.

Patients' Rights

All patients have the right to:

- Access healthcare services that meet their needs, regardless of personal characteristics.
- Receive safe, high-quality care that meets national standards.
- Be cared for in a safe environment where they feel secure.
- Be treated with dignity and respect as individuals.
- Make decisions in partnership with their GP to the extent they choose.
- Ask questions and engage in open, honest communication.
- Include the people they wish in decision-making.
- Receive clear information about their condition, treatment options, and associated risks.
- Be informed about services, waiting times, and costs.
- Get assistance to understand and use health information when needed.
- Access their health information.
- Be told if something goes wrong with their care, including the impact and corrective actions.
- Have their personal privacy respected.
- Have their information kept secure and confidential.
- Provide feedback or file complaints without affecting their care.
- Have concerns addressed transparently and promptly.
- Share their experiences and participate in improving care quality.

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Staff Responsibilities

GPs, clinical, and non-clinical staff are committed to respecting patient rights through courteous and empathetic communication. This approach helps minimise patient dissatisfaction and complaints. Staff must:

- Be courteous, empathetic, and considerate at all times.
- Communicate clearly and repeat information when necessary.
- Understand patients' anxieties and unfamiliarity with the practice.
- Allow patients time to communicate, especially in difficult situations, to ensure they have all the necessary information.

Patient Responsibilities

Patients are expected to work in partnership with their healthcare providers. This includes:

- Attending appointments on time or providing at least 2 hours' notice for changes.
- Treating staff and other patients with respect.
- Communicating openly about medical conditions, symptoms, allergies, medications, and other relevant health information.
- Keeping the GP or practitioner updated on any other healthcare received or changes in medical care.
- Following the GP's treatment plan and instructions.
- Not to attend appointments under the influence of alcohol or substances
- Engaging in preventive health practices.
- Asking questions and sharing information with the GP or practitioner.
- Providing feedback to help improve healthcare services.