

PATIENT CODE OF CONDUCT

**This code outlines the expected standard of behavior for all patients
By attending our private practice, you are agreeing to uphold this standard and
failure to comply may result in immediate termination of health care.**

I agree to not to 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 staff and other patients.

As a private practice I acknowledge there are policies and conditions of entry. These are in place to meet Accreditation standards and to ensure we run consistently. Our staff are expected to uphold our policies and our patients to understand they are in place for a reason. If they do not suit me I will find alternative health care on the Gold Coast.

I agree the GP may need me to return if my appointment length is not sufficient for multiple problems. I accept if I book online for an inappropriate length appointment, I may have to return.

I agree to not act in a manner which could harm others or myself, physically or mentally and I understand I can approach staff if I am feeling distressed or anxious.

I agree to review door signs before entry and follow the direction of health service staff which may include being asked to abide by government directives or our conditions of entry, eg mask wearing.

I agree not to smoke in the premises.

If I go outside I will let Reception know. I won't answer my phone in a consultation with the GP or nurse or I understand the next patient may be called before me.

I will encourage my children to sit quietly and not run, yell or climb on furniture so as to not disturb staff trying to work or upset patients who may be unwell or anxious. I will bring quiet toys, colouring books and headphones for electronic devices if necessary.

I agree not to consume alcohol or drugs in the premises and I agree not to attend the practice adversely affected by alcohol or drugs.

I agree the practice may have fees for services and payment may be expected on the day.

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

I agree to cancel appointments I cannot attend with at least one hours notice. This will allow other waiting patients to receive medical treatment. Our practice accepts **three** failure to attend situations before termination from bhealth services for both practices occurs.

In return our practice will treat each patient with respect and professionalism.

Thank you for your understanding 😊