

PRACTICE POLICIES

ZERO TOLERANCE POLICY

Kanwal Wadalba Family Practice has ZERO TOLERANCE for abusive and/or threatening behaviour. We have a ZERO TOLERANCE approach to any verbal, aggressive and violent abuse and behaviour towards our staff or other patients. This includes shouting, swearing, aggressive actions, threats, inappropriate gestures and name calling. We respectfully advise you that abuse and/or violence will not be tolerated.

All our staff are here to try their best to provide you with help and support. You will be treated with courtesy and respect at all times. In return, we ask that you and anyone that you bring with you to the Practice treat our administrative and clinical staff with the same courtesy and respect.

If a patient or anyone a patient brings with them to the Practice, is abusive, aggressive or violent towards our staff and/or other patients they will be required to leave the clinic and transfer their care to another practice. Refusal to leave will result in the police being called.

COSTS ASSOCIATED WITH CARE INITIATED BY THE PRACTICE

Policy

The cost of treatment or investigations is an important component of informed decision making. Our practice aims to ensure all patients are advised of possible costs involved, including out of pocket costs, for procedures, investigations and treatments provided by our practice prior to them being conducted.

Our practice endeavors to advise all patients for the potential for out of pocket expenses for referral services. Where costs are not known the patients are encouraged to and/or assisted to make inquiries. If the patient indicates that the costs pose a barrier to the suggested treatment or investigation, alternatives are discussed with the patients GP.

Practice leaflet attached

TELEPHONE AND ELECTRONIC COMMUNICATIONS

Policy

Our practice endeavours to provide patients with access to timely advice or information about their clinical care via the telephone. The urgency of a patients needs are determined promptly. We aim to communicate effectively over the telephone and use simple, straight forward language and check that patients have understood what has been said.

This practice does not offer the ability for a patient to communicate either via email or text message.

Our practice aims to ensure all patient messages or other communications that require subsequent follow-up by a doctor or other staff member are responded to in a timely manner. All messages from patients, to patients, or about patients become part of the patient's health record, in addition to any actions taken in response to the message.

Communicating by telephone

All telephone calls are answered by a staff member of the practice who must adhere to the following guidelines:

- Staff follow the practice booking system for all patient appointments
- Before any calls are placed on hold staff must first ask if the matter is an emergency
- Staff follow the practice triage system for patients requesting urgent appointments
- Staff are mindful of confidentiality and patient's right to privacy. No names are openly stated over the telephone within earshot of other patients and/or visitors
- Staff members are aware of each doctor's policy on accepting or returning calls. In non-urgent situations, patient calls need not interrupt consultations with other patients, but a message containing the information is given to the person in a timely manner.
- Our practice telephones the patients as a friendly reminder **of their upcoming appointments for results and recalls**. There is no medical or identifying information used in these telephone conversations. If a voice message is left it is the patient's responsibility to contact the practice and follow up on the message.
- Communication conducted with a patient via the telephone will be added to the patient's medical record through the integrated message system on Medical Director by the team member resolving the enquiry.
- Our aim is to facilitate optimal communication opportunities with our patients. Patients who do not speak or read English or who are more proficient in another language, or who have special communication needs are offered the choice of using the assistance of a language service to communicate with the GP's or clinical team members.

INTERPRETER AND OTHER COMMUNICATION SERVICES

Policy

Our practice is committed to ensuring patients with limited English, or loss of hearing, are provided with interpreting or other communication services to assist them to communicate and

understand information, recommendations, which are provided by the doctor and/or clinical team members.

Our practice also encourages patients with minimal English proficiency, to request language assistance, to ensure any communication barriers are overcome and we deliver the highest quality service to our patients.

Our practice is aware that alternative modes of communication may be used by our patients with a communication impairment, for example communication board. We aim to support our patients and access any services or technology to achieve effective communication with these patients.

[TIS -Translation service available](#)

[https://www.google.com/search?](https://www.google.com/search?q=tis+translation+service&rlz=1C1GCEU_enAU823AU827&oq=&sourceid=chrome&ie=UTF-8)

[q=tis+translation+service&rlz=1C1GCEU_enAU823AU827&oq=&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=tis+translation+service&rlz=1C1GCEU_enAU823AU827&oq=&sourceid=chrome&ie=UTF-8)

[Health translations](#)

[https://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/PresentEnglishResource?](https://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/PresentEnglishResource?Open&x=&s=Chronic_diseases)

[Open&x=&s=Chronic_diseases](https://www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/PresentEnglishResource?Open&x=&s=Chronic_diseases)

CONFIDENTIALITY AND PRIVACY OF HEALTH AND OTHER INFORMATION

Policy

Our practice is committed to protecting the privacy of health and other information of our patients. Our practice ensures our patients are informed about how our practice manages their personal and health information. Our practice provides access and control over the use of any information.

Our practice maintains a comprehensive privacy policy that is made available to all patients to clearly outline how their personal and health information is collected and used within our practice, including the circumstances in which we may share it with third parties. Transferring relevant patient health information is part of delivering coordinated, comprehensive care and information will only be shared once consent is received.

Our practice stores all patient health information and other sensitive documents securely. All electronic records are password protected, protected and monitored by electronic firewalls. Access to patient health information and other sensitive documents is by authorised personnel only, who are bound by strict privacy and confidentiality agreements.

Our practice complies with the Privacy Act (1988), the Health Records Act 2001 (Vic), the Health Records Regulations 2012 (Vic) and the Privacy and Data Protection Act 2014 (Vic) and

acknowledges the importance of protecting the confidentiality and privacy of all patients and recognising the rights of our patients in relation to their personal information.