

Charter of Patient Rights

Current as of September 2019

The Australian Charter of Healthcare Rights applies to the entire healthcare system, and allows patients, consumers, families, carers and healthcare providers to have a common understanding of the rights of people receiving healthcare. These rights relate to **access, safety, respect, communication, participation, privacy** and **comment**.

Cameron Dental Care has developed the following practice specific charter of patient rights that is consistent with the Australian Charter of Healthcare Rights.

Appointments

We will do our best to accommodate any preference you may have for the time and date of your appointment. We will contact you the day before your appointment by your preferred method (SMS, phone call, email or post) to remind you of your appointment. If you cancel your appointment without 24 hours' notice more than two times, or fail-to-attend an appointment despite confirming the day prior and failing to answer calls at the time of the appointment, is at our discretion as to whether you will be reappointed.

Safety

We require your cooperation in compiling a comprehensive and accurate medical and medication history. This is so we can identify any circumstances that may increase the risks associated with dental care.

Open Disclosure

If an adverse event occurs, we will be open and honest with you and explain what has happened, why it has happened, and offer support and advice with regard to how the situation can best be resolved or managed.

Respect

We value each patient as a unique person and hope that at all times we can provide dental treatment in a manner that is respectful of your culture, beliefs, values and personal characteristics. You are asked to reciprocate this respect by being mindful of all staff and other patients.

Communication and decision making

We will always be open and honest about your treatment and treatment options, including costs, proposed medications and risks involved.

Informed Consent Process

We will provide you with as much information as reasonable about your proposed treatment, other treatment options, the risks and benefits, and all costs involved. You can ask questions and must fully comprehend all information before choosing to proceed with a treatment option.

Privacy

Your privacy is important to us. We are bound by the Privacy Act 1988 and endeavour to uphold the Australian Privacy Principles in collecting, disclosing, maintaining and securing personal and health information. For more information, please see our Privacy Policy.

Comment

We would love to hear about the care you received at our practice. Please provide both positive and negative feedback. We endeavour to respond to all complaints within 7 days.