



# **PATIENT CHARTER**

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# **THE ASHE STREET CLINIC**

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## **OUR COMMITMENT TO YOU:**

- To provide high quality patient care in a courteous and efficient manner. Confidentiality is assured at all times.
- Access to care in a safe and secure environment free from any type of discrimination on the basis of age, race, gender, marital status, religious belief, sexual orientation, disability or family status.
- To store your private medical records in a safe and secure manner.
- Clear and concise explanation of your condition, proposed treatments or procedures, the benefits and any potential risks of proposed treatments, expected recovery and the likelihood of success of treatments or procedures.
- Willingness to let you and your family become involved in decision making regarding your care and treatment.
- Quick courteous responses to any complaints or concerns you or your family may have.
- We place great importance on lifestyle modification to improve your health (e.g. weight control, diet, exercise, smoking, alcohol and stress management).
- To facilitate if you would like to have someone else present at an appointment or during an examination.

## **WE REQUEST THE FOLLOWING FROM YOU:**

- Attend The Ashe Street Clinic at your appointment time and bring any relevant information with you.
- If you are unable to attend for your appointment, notify The Ashe Street Clinic as early as possible and preferably, at least two working days before the appointed date.
- In order to determine appropriate care, you will be asked to provide information to our healthcare staff. Please answer as fully and honestly as possible.
- Inform the GP/NURSES of any treatment you are receiving elsewhere and any medication you are already taking.
- Inform the reception staff of any change in your address, telephone number, marital status, name or any other relevant information.
- When requesting a repeat prescription, please give us 24hours notice to process it.
- Treat staff, fellow patients, carers and visitors politely and with respect. Violence, racial, sexual or verbal harassment is unacceptable and will not be tolerated.
- Observe the building's 'No Smoking Policy'.
- Help us maintain high standards of safety, hygiene and tidiness in the Practice.