

Patient information sheet

Our commitment to providing quality care

Patient name: _____

Our philosophy: Our practice is committed to providing ongoing quality care to our patients. Our aim is to partner you in maintaining your long-term health and well being and to facilitate and coordinate your healthcare needs. All practitioners participate in ongoing medical education. We believe that good general practice can only be achieved by taking time to listen, to observe and to examine. This is our commitment to you.

Privacy: In order to provide you with the highest standard of care, this practice is required to collect personal information from you. This information covers details such as your name, address and telephone numbers etc. It is also necessary to obtain details regarding your general health and well being. We understand some of this information is of a personal nature and some of it might be regarded as sensitive and not the sort of information that you would wish to be unnecessarily disclosed to others. We value the need to safeguard this information and in accordance with the principals laid down in privacy legislation we would like to assure you that:

It will not be disclosed to those not associated with your treatment, without your express consent.

You may seek access to your medical records through a third party ie: another Doctor, Solicitor, Insurance company etc. Upon written request which is accompanied by your signed authority, we will release copies without undue delay. If copies of records are provided there will be a minimum up front administration fee of \$25.00 + gst. We will take reasonable steps to ensure at all times that the details we keep about you are accurate, complete and up to date. We will also take reasonable steps to protect this information from misuse or loss and from unauthorised access, modification or disclosure. Our staff are trained to respect these principles at all times.

Patient contact: From time to time the surgery/ doctors will need to contact you personally. If we are unable to speak to you directly do you agree for us to leave a message at your home, workplace or mobile? Please tick yes or no and indicate your preferred contact number.

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Home <input type="checkbox"/>
Work <input type="checkbox"/>	Mobile <input type="checkbox"/>	
Please place you ideal contact number below:		

Access to your medical files: From time to time staff and or other doctors may be required to access your medical files. Reasons for this access may be to provide you with results already reviewed by the doctor, the preparation of reports for insurance companies; medicolegal reports and workers compensation reports. Staff and doctors have all signed a patient/practice confidentiality agreement as part of their employment of with practice.

Results: Frequently your doctor will make a request for further investigations such as blood tests or X-Rays. In these times of medicolegal uncertainty how these tests are followed up is very important. With our continued commitment to providing quality care we will be encouraging all patients who have blood tests and or X-Rays to make a follow up visit with the doctor who ordered the tests. This will provide an opportunity to review the results and discuss any action that may be required.

The exception to this is in Pap smears. Results for Pap smears will be managed in the following way:

1. Contact the surgery after 10.00am 1 week after your smear was done
2. If the result is normal one of our reception staff will access a results file and let you know the result and the recommended time to repeat the smear
3. If the Pap smear is not completely normal then either the doctor or the practice nurse will arrange a follow up appointment.

Accepting responsibility: Patients should be aware that it is also their responsibility for following up on test results. Patients should also be aware that if referred to a specialist it is important that the patient attend the specialist appointment.

Patient/parent guardian signature:	
Date:	