



Charter of Patient Rights

The Charter of Patient Rights relates to access, safety, respect, communication, participation, privacy and comment for patients of Holland Park Family Dental Practice.

Below is a summary of our Charter of Patient Rights- you may request a full copy from our reception if required.

Appointments

Various methods of communication are available to patients to organise an appointment.

Safety

Updated Medical History forms are required to prevent/minimise adverse events.

Open disclosure

In event of an adverse event, our practitioner will inform, develop a management plan if required, provide patient support, and ensure the patient has access to information about making a complaint.

Respect

Provide dental treatment in a manner that is respectful of culture, beliefs, values and personal characteristics. Patients are asked to reciprocate this respect by being mindful of all staff and other patients.

Communication and decision making

A commitment to providing patients with accessible and understandable information about their treatment and treatment options, including costs, proposed medications and risks involved.

Informed Consent

We will provide relevant documentation to the patient about the proposed treatment, and give the patient the opportunity to ask questions. Sufficient detail is to be recorded in patient records to reflect the information provided.

Privacy

All information collected from the patient will be used for the purpose of providing treatment. We may disclose your health information to other health care professionals, if needed. All records will be kept in a safe environment.

Comment

A patient's evaluation of the care received at our practice is an extremely important form of feedback that provides valuable information about the services we provide. Patients are encouraged to provide both positive and negative feedback in the way of an enquiry, notification, or complaint.

Complaint handling process

Complaints will be acknowledged and responded to in a timely manner, either verbally or in writing, in respect to the seriousness of the complaint. All complaints will be recorded in our Compliments & Complaints Register.