

At After Hours Clinic, we are dedicated to providing high-quality, respectful healthcare. We believe that clear communication of your rights and responsibilities is essential for achieving the best outcomes. Please take a moment to review this form.

PATIENT RIGHTS

1. Respectful Treatment

You have the right to be treated with courtesy, dignity, and respect by all members of the After Hours Clinic team.

2. Privacy and Confidentiality

Your personal and medical information will be handled with the utmost care and in accordance with applicable privacy laws and the Australian Privacy Principles (APPs).

3. Informed Consent

You have the right to receive clear and comprehensive information about your diagnosis, treatment options, and any potential risks or benefits before consenting to care.

4. Access to Information

You have the right to access your medical records and to receive understandable explanations regarding your health and treatment.

5. Quality Care

You have the right to expect safe, effective, and timely healthcare tailored to your individual needs.

6. Feedback and Communication

You have the right to voice any concerns or compliments regarding your care. Your feedback is important to us and will be taken seriously.

PATIENT RESPONSIBILITIES

1. Provide Accurate Information

You are responsible for sharing complete and accurate information about your medical history, symptoms, and any changes in your health.

2. Attend Appointments Promptly

Please arrive on time for scheduled appointments. If you need to cancel or reschedule, notify us as early as possible.

3. Follow Treatment Plans

Actively participate in your care by following the treatment plan and recommendations provided by your healthcare professionals.

4. Respect Others

Treat all staff and fellow patients with courtesy and respect.

5. Communicate Changes

Inform us promptly about any changes in your personal details, health status, or insurance coverage.

6. Financial Responsibilities

Understand and meet your financial obligations, including any fees not covered by bulk billing or other arrangements.

7. Provide Constructive Feedback

Share your experiences, whether positive or negative, so we can continue to improve our services. If you have any concerns or complaints, please use our established feedback channels.

By receiving care at After Hours Clinic, you acknowledge that you have read and understood these rights and responsibilities. Your cooperation helps us maintain a safe, respectful, and effective healthcare environment for everyone.