

## **EAST SYDNEY DOCTORS**

### **Patient Code of Conduct**

All Doctors and staff at East Sydney Doctors follow a Code of Conduct where we will behave in a courteous and professional manner whilst maintaining the highest levels of service and care which the Practice and our patients expect.

In return, patients agree and acknowledge:

- That they will inform the doctor if they are receiving treatment from another health professional;
- That they will disclose their medical history including medications to their doctor;
- That they have read and understood the cancellation policy and will notify the Practice in accordance with this policy when they cannot keep an appointment;
- they will pay for any service and products received as advised by their doctor or the Practice;
- they will not conduct themselves in a manner that interferes or threatens the rights of other patients, practitioners or staff including in a manner that may lead to the breach or likely breach of any policy, standard or laws.

**East Sydney Doctors requests all patients and visitors help us to make our Practice a safe place for everyone.**

We ask that all parties treat everyone with respect and patience.

We will not accept (in person or on the phone or via email):

- Making verbal or physical threats;
- Swearing in the presence of practitioners, staff and/or other patients;
- Shouting or making offensive remarks;
- Racism/Sexism;
- Attending when intoxicated with alcohol and/or drugs;
- Damaging or stealing property;
- Acting in a manner that is likely to cause harassment, alarm, or distress to others in general.

Anyone who carries out the above behaviour/s will be asked to leave and their future attendance at the Practice may be discontinued resulting in having to seek health care elsewhere.

### **Feed Back**

We value your feedback.

Should you have any complaints, or questions or concerns, please email the attention of the Practice Manager at [reception@eastsydneydoctors.com.au](mailto:reception@eastsydneydoctors.com.au)