



CLARINDA CLINIC  
*Complete Dental Care*

## CHARTER OF PATIENT RIGHTS

Clarinda Clinic aims to provide you with the best complete dental care. You can learn what to expect from us, and how to secure the safest and highest quality of care, by reading this Charter of Patient Rights.

Appointments    Safety    Respect  
Communication    Privacy    Comment

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### APPOINTMENTS

Clarinda Clinic aims to provide you with appointments to meet your treatment needs. It is requested that you attend your agreed appointment time and date, notifying the practice where this appointment cannot be met. To assist you in providing us with this information we contact you by:

Telephone or SMS confirmation a week before your appointment (all contact numbers are tried and/or messages left on voicemail services)

SMS reminder a day before your appointment (if no response is received a follow up phone call is made)

The **cancellation policy** of Clarinda Clinic requires **24 hours notice** for cancellation of an appointment. Failure to notify the practice, may result in a **cancellation fee**.

If you are running late for your appointment, or find that you cannot attend your appointment, please phone us at your first opportunity. This enables us to reschedule your appointment and will help you avoid a cancellation fee.

### SAFETY

Clarinda Clinic aims to provide appropriate dental services in a **safe, secure and supportive environment**. We encourage patients to raise any concerns that they may have. If a concern is raised, we will address the concern as soon as possible.

You are required to **complete a full medical and medication history before** your first appointment, and let us know of any changes to your health at every appointment, so that we can manage your treatment risk.

### RESPECT

Clarinda Clinic **values all patients as a unique person** and hope that at all times we can provide dental treatment in a manner that is respectful of your culture, beliefs, values and personal characteristics.

Patients are asked to consider this respect by being mindful to all staff and patients at Clarinda Clinic.

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## COMMUNICATION

Clarinda Clinic respects a **patient's right to receive adequate information** to make informed decisions regarding treatment and treatment options, including costs, proposed medication and risks involved.

**Ask for more information** about treatment and risks if you are not yet confident enough to make an informed choice.

**Take your time to think** all aspects of treatment, including the price.

Communicate your decisions clearly.

Consent can be given verbally or in writing depending on the procedure and associated risks.

## COMMENT

Your evaluation of the care received at our practice is an **extremely important form of feedback** that provides valuable information about the service we provide. We **encourage patients to provide both positive and negative feedback**.

## PRIVACY

You have the right to expect that your personal, health and other information will be collected, used, disclosed and stored in accordance with all relevant laws about privacy. This information will remain confidential unless the law allows disclosure or you direct us to release the information.

(In accordance with the "**Australian Privacy Principles**")

Please read our Private Policy Act to learn more and to find out how you can access records related to you.

## NOTIFYING PATIENTS ABOUT THEIR RIGHTS

Clarinda Clinic will **always endeavour to advise patients about their rights** and the way the practice operates.

Part of the process of providing this information to patients and/or carers is providing access to our Charter of Patient Rights. This is achieved by:

- Signage within the practice
- The Clarinda Clinic Charter of Patient Rights is available at reception to all patients
- You can also find this charter on our website. ([clarindaclinic.com](http://clarindaclinic.com))