

PRACTICE INFORMATION SHEET

CRITERION 1.1

The Practice Information Sheet provides patients with adequate information about the practice to facilitate access to care. It is also a useful way to inform patients of current practice information or changes to our services. We endeavour to ensure all patients, new and existing, are provided with the most up to date version to ensure the information they have is accurate.

If a patient is unable to read or understand our practice information sheet an alternative method is used to supply this information. These may include:

- Verbally
- Larger font versions
- Through the National Relay Service or AUSLAN for patients who are deaf.

Telephone messages, the on hold recording and our website is also used, where possible, to reinforce some of the information about our practice and our services

PROCEDURE

The practice information sheet is kept at reception, it is available to all patients and handed to each new patient on their first visit.

Staff ensure essential information contained in the sheet is made available to all patients whether new to our practice or existing patients.

To maintain the accuracy of our information sheet it is reviewed regularly and updated as required. Reception staff are advised there has been a change and are encouraged to bring this new version to the attention of our patients

The Practice information sheet contains:

- Practice address and phone numbers
- Consulting hours and arrangements for care outside our normal opening hours, including a contact telephone number.
- Our practice's billing principles such as bulk billing, accounts settlement, approximate cost for treatment, potential out of pocket expenses.
- Our practice's communication policy including receiving and returning phone calls and electronic communication (e.g. SMS & email).
- The process for the follow up of results e.g. who will contact whom and by when.
- How to provide feedback or make a complaint to the practice (include the contact for the local state health complaints conciliation body and the name of the person responsible for feedback and complaints)
- Names and qualifications or special interests of doctors

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