**Patient Code of Conduct**

The Doctors and staff at Family Doctors @ Tuggerah Medical Practice 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.

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In return, patients agree and acknowledge:

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* they will inform the doctor if they are receiving treatment from another health professional.
* they will disclose their medical history including medications to their doctor.
* 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.

**We request 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):

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* 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.

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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.

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Document title: Patient Code of Conduct

Reviewed by: Belinda Salvador (Practice Manager)

Version: 1 Effective Date: Feb 2022

Next Review Date: Feb 2023

**Feedback**

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​We value your feedback.

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

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