

General Clinic Policies

Most of the items below are based on common sense, and relate to the smooth running of a busy environment. The others are noted simply because you will not be aware of the full implications of certain events if they were to occur (no matter how rare, or apparently trivial). So below is simply for the purpose of getting our concerns 'out there', off our chest, so there are no misunderstandings.

Appointments

1. Please arrive for your appointment on time, or earlier. We endeavor to remain as close to 'on time' as we can, however clinical necessity occasionally results in us being behind schedule.
(Basically, we reserve the right to run behind schedule).
2. Cancellations should be made no later than 2 hours before your allotted time.
3. If you call us to notify us you are running more than 10-15minutes late for your appointment, we will not be able to see you, and will be asked to reschedule for another day.
4. Patients who repeatedly do not show for their appointments will either be discharged from the practice, or, alternatively, will be required to pre-pay in full any future appointments. This pre-payment is not refundable, and may not attract any private health insurance rebate.
5. If you are concerned about us running behind, phone ahead to check on our status.
6. Do not ask to be "squeezed in" – we are pushed for time as it is.
7. Whilst an extremely rare occurrence, we will not tolerate abuse or verbally aggressive behavior from patients – these people will be discharged immediately, and permanently.
8. We use SMS messaging to remind you of your upcoming appointment, if you have opted in. Whilst very reliable, circumstances beyond our control may result in you not receiving a reminder. Keeping your appointment time nonetheless ultimately remains your responsibility.

Children

1. Children are always welcome here. We do ask that their behavior be appropriate for the setting.
2. On rare occasions, children may be difficult to control (for whatever reason), and if this happens repeatedly, we may ask you to not bring them in (unless it is for their own appointment). Do not be offended – as we must observe our duty of care all individuals in the premises.
3. The staff of this practice are under no obligation to provide direct supervision of children, particularly while the parent is being treated. Do not assume they will be able to offer any form of supervision of children.
4. From our own perspective, we would ordinarily be happy to offer some brief supervision of children (say, whilst mum or dad gets adjusted), however various government authorities, and insurance providers, more or less prevent us from doing so. So please understand, we don't have these policies out of choice.

5. When children are in the treatment room, we ask that they remain seated, and not move around the room, climb on equipment, or consume food.

General Matters

1. Reception Desk – This area is for staff only. Unless otherwise indicated, children in particular should not access this area.
2. Reception Desk – Due to Privacy matters, patients are not permitted to ‘peek’ at the computer screen, as this contains information about other patients, and it is a breach of the Privacy Act allowing you to do so. So please don’t be offended when we ask you not to ‘peek’ over.
3. Staff – We pride ourselves on having friendly staff. We appreciate there are times when patients want to express gratitude, congratulations or show other forms of empathy towards our staff. However, we ask that it remain verbal only, and not involve inappropriate physical contact with the staff.
4. Staff – Our staff have a tough job at the ‘front end’ of the practice’s interaction with patients. They will always do their best to accommodate you, within the boundaries and guidelines set for them, and in many instances, have authority to ‘have the final say’ on a number of matters. We ask that you respect their authority. If they decide a matter is beyond their scope of responsibility, they are trained to take appropriate steps.