

## Kingston Beach Dental's Charter of Quality Care

Your rights	What we will do	Your responsibility
<p><b>ACCESS AND APPOINTMENTS</b></p> <p><i>I have a right to access quality healthcare.</i></p>	<p><b>We will:</b> Provide patients with appointments to meet their treatment needs.</p> <p>Ensure our facilities and staff are organised for your appointment requirements.</p> <p>Prioritise appointments for patients of the practice.</p> <p>Prioritise dental emergencies and allocate daily appointments to deal with dental emergencies.</p> <p>As a courtesy, we will contact you the day before your appointment by SMS, Email or Phone to remind you of your appointment.</p> <p>Provide a priority list for patients who are unable to get their appointment preference.</p>	<p><b>You will:</b></p> <p>Attend the bookings that you have made.</p> <p>Record the date and time of your dental appointment.</p> <p>Provide us with a minimum of 24 hours' notice if you need to cancel or reschedule an appointment.</p> <p>Understand that we may charge a cancellation fee for late cancellations or if you fail to attend your appointment.</p> <p>Ensure that your contact details with us are correct.</p>
<p style="text-align: center;"><b>SAFETY</b></p> <p><i>I have a right to receive safe and high quality care.</i></p>	<p><b>We will:</b> Provide a safe, secure and supportive environment, and deliver quality and caring dentistry.</p> <p>Ensure that our practitioners are qualified and registered to provide treatment.</p> <p>Always follow and comply with the highest standards of infection control.</p>	<p><b>You will:</b> Complete a full medical and medication history as accurately and completely as possible, to allow staff to identify any circumstances that may increase the risks associated with your dental care.</p>
<p style="text-align: center;"><b>RESPECT</b></p> <p><i>I have a right to receive safe and high quality care</i></p>	<p><b>We will:</b> Value all patients as a unique person and provide dental treatment in a manner that is respectful of their culture, beliefs, values and personal characteristics.</p>	<p><b>You will:</b> Reciprocate this respect by being mindful of and respectful towards all staff at Kingston Beach Dental and other patients.</p>

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<p style="text-align: center;"><b>COMMUNICATION &amp; PARTICIPATION</b></p> <p style="text-align: center;"><i>I have a right to be informed about services, treatment, options and costs in a clear and open way.</i></p>	<p><b>We will:</b> Be committed to providing patients with accessible and understandable information about your treatment and all available treatment options, including costs, proposed medications and risks involved.</p> <p>Discuss your treatment plan and provide a quote if you request it.</p>	<p><b>You will:</b> Participate in decisions and choices about your treatment and dental needs.</p> <p>Involve your family or carer in the decision making process if you need to.</p> <p>Ask questions and discuss your treatment options.</p>
<p style="text-align: center;"><b>PRIVACY</b></p> <p style="text-align: center;"><i>I have a right to privacy and confidentiality of my personal information</i></p>	<p><b>We will:</b> Maintain your personal privacy and handle your personal health information according to <i>Privacy Act (1988)</i> and the National Privacy Principles.</p>	<p><b>You will:</b> Provide accurate and current personal and medical information.</p> <p>Put requests to access your records in writing.</p> <p>Respect our obligations under privacy legislation.</p>
<p style="text-align: center;"><b>COMMENT</b></p> <p style="text-align: center;"><i>I have a right to comment on my care and to have my concerns addressed.</i></p>	<p><b>We will:</b> Provide opportunities for patients to provide both positive and negative feedback to improve the quality of our care and service.</p> <p>Respond to patient feedback in a timely fashion.</p>	<p><b>You will:</b> Provide honest and accurate feedback in an appropriate manner.</p>