

Responsibilities

To participate and cooperate with an agreed treatment and care program or inform staff of your intention not to comply.

To be considerate of staff and other patients, treating them with courtesy and respect.

To provide all relevant information about your health and to assist the staff involved in your care, including providing information on your status involving communicable or infectious diseases, alcohol, smoking and illicit drug use.

To contribute to a safe and comfortable environment in relation to noise and inappropriate language .

Consider your ability to meet your financial obligations to pay any accounts and fees for which you are responsible prior to any treatment or procedure taking place

To advise our team if you are unable to keep an appointment with at least 24 hours notice

Our Commitment to You

Dr Tony Moore and his team, will provide services of the highest possible standard in order to enhance your physical image, restore your functional ability and promote your self-esteem



Dr Tony Moore

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Patient Rights & Responsibilities

Dr Tony Moore
MBBS, FRACS

Safe Hands

To have access to healthcare appropriate to your needs

To receive safe and high quality health care from appropriately qualified staff and to receive continuity of care

To receive health care that does not discriminate, particularly on the basis of race, religion, gender, socio-economic background or age

To obtain complete and current information on your care and treatment in a language you understand

To receive information about choices and options for your care and treatment including advantages, disadvantages, risks, benefits and alternatives to these treatments

To receive open and timely communication about your healthcare

To be given adequate opportunity to have any information clarified or any questions answered

Patient Rights

To be treated with courtesy and respect and have your privacy respected by staff

To have access to an interpreter if required

To expect staff to routinely introduce themselves to you

To expect that a safe and secure environment is maintained whilst receiving the services, including physical and emotional support

To be secure in the knowledge that information concerning your condition and care is treated as confidential and only used by staff who are involved in your care, unless you direct otherwise

To not have your health care discussed where others could overhear it

To be given the opportunity to participate in decisions affecting your health care

To know the identity and professional status of all attending Parkside Cosmetic Surgery staff and to refuse the presence of other people during the delivery of the treatment/surgery

To seek a second opinion on your condition or treatment/care plan.

Where applicable, to know in advance the charges for the services provided to you

To give your informed consent before the services are provided; to refuse the care or treatment options provided to you by the staff, after being fully informed of the consequences of that decision

To expect that expert/professional decisions be made on your behalf and in your best interests after discussion with next of kin, partner, carer, guardian or medical agent, should you be unable to make those decisions personally

To have the right to comment or complain about your care and have any concerns dealt with properly and promptly