



Rights and Responsibilities

What are your rights?

- To be treated with respect, consideration and dignity.
- The certainty that your personal and medical information is kept confidential at all times (except where your information needs to be shared with other practitioners involved in your care, or you request for it to be shared with another party).
- To have your health professional take reasonable care.
- To be given a very clear and concise explanation of:
 - your condition, problem or disease
 - any planned treatment or investigation
 - any alternative procedures available
 - the possible after or side effects that might reasonably be expected to occur
 - the chance of success and to be informed of any serious risks involved.
- You have the right to access an interpreter if required, which may incur a charge.
- To keep asking questions until you fully understand.
- To take part in decision-making about your treatment.

- To get a second opinion.
- To say what you think and feel about your treatment.
- To have any concerns or complaints about your care dealt with promptly and properly.
- To have a support person or carer accompany you during your treatment or when you raise any concerns or complaints about your care.
- To have a written fixed price quote, which will be valid for the life of the treatment if the quote is accepted in writing within 90 days and your health insurance cover is maintained throughout your treatment.
- To view the records we have about your treatment, subject to providing sufficient notice to do so and the payment of any fee that may be applicable from time to time.

What are the rights of children?

- Children of 15 years and over may seek treatment and give consent on their own.
- Decisions about consent and treatment of children 14 years of age and under are usually made by the parent or guardian.
- A child has the right to be involved in decisions about their health. They should be told exactly what's happening and be allowed to make choices when they understand.

What are your responsibilities?

- You're responsible for following any recommendations that you have agreed to in consultation with the clinician.
- You're responsible for telling your clinician if you don't understand any of your treatment.
- You're responsible for telling the clinician about your medical history and about any medication that you take regularly.
- You're responsible for keeping appointments:
 - you should phone the Practice at least 24 hours (1 business day) before your appointment if you need to reschedule. Please record the times and dates of appointments made, as it's not always possible for us to provide courtesy calls or SMS messages to remind all patients of appointments.
- If you don't notify us at least 24 hours (1 business day) in advance that you can't attend, or if you fail to show up for appointments you may be charged a cancellation fee. You will need to pay the cancellation fee before we carry out any further treatment. Cancellation fees for specialist appointments and sedation appointments are higher than other appointments. To get further information on our current cancellation policy and fees, please speak to a receptionist at any of our Dental and Eyecare Practices.

- If you miss more than three (3) appointments without appropriately notifying us, you will be charged the full cost of your scheduled appointment which you will need to pay before we can make any further appointments.
- You're responsible for attending your appointments on time. Prompt arrival of patients helps us to provide dental treatment as close as possible to schedule. Your late arrival may result in you being unable to be seen. Should you arrive late we will try at your request to have you seen by another clinician if this is clinically appropriate, but cannot guarantee that this will be possible.
- You're responsible for ensuring that you are an active and financial member of ahm at the time of your treatment, unless you are attending as a private patient. If you're inactive or unfinancial, we may be required to charge you private patient fees for your treatment.
- You're responsible for paying any costs quoted for your treatment on or before its completion. Any patient fees for treatment are due on the day of your appointment. If you attend an appointment where you are aware that fees will be payable, but cannot pay the fees for such treatment, we may choose to defer your treatment until a time when you are able to pay for it.
- You're responsible for paying for any costs incurred for any eyewear needs prior to or upon collection of the goods.
- You're responsible for interacting with Practice staff in a courteous, respectful and appropriate manner. If you use abusive or inappropriate language, or conduct yourself inappropriately when dealing with the Practice, we will terminate your telephone call or escort you from our premises as necessary. Repeated instances of such behaviour may result in you being refused access to the Practice and alternate arrangements will have to be made to continue your treatment.

Patient records

Patient records are the property of Australian Health Management and cannot be removed from our premises. We can provide you with a copy of your records once we have your written permission to do so. If you need a copy of your records or x-rays, we need you to fill in a Record Release Form, which you can get from our Dental & Eyecare Practice – just ask our friendly reception staff. A fee may be charged.

How to contact us:

Phone: 134 246

Email: dentalinfo@ahm.com.au (for dental enquiries)
eyecareinfo@ahm.com.au (for eyecare enquiries)