**PLAZA DENTAL CHARTER OF HEALTHCARE RIGHTS**

This charter describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

For further information please visit

www.safetyandquality.gov.au



**APPOINTMENT PRINCIPLES**

Plaza Dental aims to provide patients with appointments to meet their treatment needs. We request patients make an agreed appointment time/date to assist the scheduling process. Where a mobile number is provided and marked for SMS reminders, an SMS will be sent 24 hours before appointment. If no mobile or no response from SMS a follow up telephone call will take place.

Plaza Dental requests patients requiring to cancel or postpone appointments to provide 24 hours’ notice. Should you cancel without the required notice, it is at the provider’s discretion as to whether a cancellation fee will be charged and if so the amount of the fee.

In the event (for emergency appointments) we are unable to accommodate a patient’s request for an appointment at a specific time/date, consultation with the treating practitioner will be sought.

**SAFETY**

Plaza Dental aims to provide appropriate dental services in a safe, secure and supportive environment. All patients are required to complete a full medical history as accurately and completely as possible, to allow staff to identify any circumstances that may increase the risks associated with dental care.

In the unlikely occurrence of an adverse event, dental practitioners have a responsibility to be open and honest in communications with the patient involved.

We encourage patients and/or staff to raise any concerns they may have. If a concern is raised all staff and management are required to address the concern as soon as possible.

**RESPECT**

The care provided by Plaza Dental will show respect to you and your culture, beliefs, values and personal characteristics. Patients are asked to reciprocate this respect by being mindful of all staff and other patients.

**COMMUNICATION / PARTICIPATION**

Plaza Dental respects the patient’s right to receive adequate information to make informed decisions regarding their health and healthcare.

We do expect patient to actively participate in decisions and choices about their treatment and dental needs.

Plaza Dental requires all dental practitioners provide relevant documentation to the patient about the proposed treatment. Practitioners are to use their clinical judgement to determine where written consent is required from the patient and/or carer.

**PRIVACY**

All information collected will be used for the purpose of providing treatment.

Patient history, treatment records, x-rays and any other material relevant to treatment will be kept and remain in a secure environment.

**COMMENT**

A patient’s evaluation of the care received at our practice is an extremely important form of feedback that provides valuable information about the services we provide.

We encourage patients to provide both positive and negative feedback.

