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## Rights and Needs of Patients - Patient Treatment and Code of Conduct

The Royal Australian College of General Practitioners (RACGP) Standards for General Practice 5<sup>th</sup> Edition states:

C2.1A: Our practice, in providing patient healthcare, considers and respects patients' rights, identity, body diversity, beliefs, and their religious and cultural backgrounds.

### Purpose

The Know You Co (TKYC) prioritises patient autonomy and respect the rights of all patients to make informed decisions about their healthcare. At all stages of patient care, Practitioners and TKYC staff are required to be respectful of patients' rights, identity, body diversity, beliefs, and their religious and cultural practices.

### Scope

This policy applies to all staff of The Know You Co (TKYC).

### Procedure

#### Patient Code of Conduct

New Patients sign a *Patient Code of Conduct* in their New Patient induction forms, outlining the behaviours that are required of them. In instances where patients breach this code of conduct, their treating medical practitioner, the Practice Manager, and/or the Practice Director will be notified. A letter or email will be sent to the patient, outlining the event and how/why it is in breach of TKYC's *Patient Code of Conduct*. A copy of the *Patient Code of Conduct* is included in the letter /email. The patient will be warned that further breaches in this code of conduct may result in termination of the doctor-patient relationship. Further details as to the termination of said relationship is found in the *Therapeutic Relationship Cessation Policy and Procedure*. A copy of this letter/correspondence is logged in TKYC's *Patient and Staff Complaint, Incident, and QI* folder contained on the P:Drive. The incident will be logged in the *Patient and Staff Complaint, Incident, and QI Log*. This will not be included in the patient file.

Where appropriate, in instances where patients and/or third parties have displayed physically or verbally violent or aggressive behaviour to staff or Practitioners, their identity will be made known to the broader TKYC team, so as to protect staff from any potential further acts of aggression.

Staff and Practitioners are encouraged to raise incidences of inappropriate behaviour with Practice Managers and/or the Practice Director. The relevant treating Doctor will then be liaised with.

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### Copy of Patient Code of Conduct

The Know You Co wants to provide you with the best healthcare experience! As staff of TKYC, we agree to the following:

- To uphold patient privacy and confidentiality at all times.
- To treat each patient and individual with compassion, respect, sensitivity, and friendliness.
- To consistently strive to provide the best healthcare experience to all patients.
- To provide an environment that is free from harassment, discrimination, and one that is physically, emotionally, and culturally safe.

In return, we ask our patients to agree to the following. This is also known as our Patient Code of Conduct:

- To not act in a manner that others may find aggressive, threatening, bullying, malicious, or frightening.
- To follow directions of staff, which may include being asked to abide by local or federal government directives and/or conditions.
- To not smoke, consume alcohol, or consume illicit substances on the premises, nor to be under the effects of said substances while attending the premises.
- To understand that fees are payable on the day, unless an alternative arrangement is made.
- To cancel appointments with as much notice as is feasibly possible, and to understand that a cancellation fee may be payable for failing to attend an appointment or cancel within 4 hours.
- To understand that correspondence via email and SMS is not secure, and despite the best efforts of TKYC, errors may be made (including attaching incorrect documents, addressing emails incorrectly, other miscellaneous errors). By providing TKYC with your email address and phone number, you agree to the risks associated with email and correspondence.

Anyone who acts in conflict with the above mentioned behaviour(s) may damage their Doctor-Patient relationship to a point where their care at the Practice may be discontinued.

### Culturally Appropriate Care

All staff strive to consistently demonstrate consideration for patients' rights to respect, identity, body diversity, beliefs, and religious and cultural backgrounds when providing healthcare or engaging with the patient. All staff are to act in accordance with this consideration, to provide a healthcare experience for patients that are free from discrimination and promotes physical and emotional patient safety.

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## Policy Compliance

All staff members are required to comply with this policy and adhere to the procedures contained herein. Failure to comply may result in disciplinary action, up to and including, termination of employment.

## Amendment and Review

The Know You Co reserves the right to amend, modify, or revoke this policy at any time, in whole or in part. Regular reviews will be conducted to ensure the policy continues to align with RACGP standards and keeps up-to-date with current relevance and effectiveness.