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## **2. Patient Rights & Responsibilities: Mount View High School GP Clinic**

Community Healthcare staff respect the rights and needs of all patients.

No patient is refused access to services on the basis of gender, race, disability, Aboriginality, age, religion, ethnicity, beliefs, sexual preference or medical condition.

Facilities are available to ensure patients with a disability can access our services.

The practice identifies significant cultural groups within our practice. All patients are asked if they identify as Aboriginal and / or Torres Strait Islander.

Privacy for patients is provided in the waiting room and during the consultation. The door is closed for each consultation.

Patient privacy and confidentiality is assured for consultations and in medical and accounts records, appointments, telephone calls and electronic media including computer information. Doctors and staff do not leave patient information in any format in areas of the Practice for unauthorised access by the public. Staff sign a privacy agreement upon acceptance of employment and risk immediate dismissal should a breach of this agreement occur. Information no longer required that contains any reference to patients, including diagnosis reports, specialist's letters, accounts etc. is securely disposed of via shredding.

Students in Years 7,8,9 and 10 who self-refer to the GP clinic will meet with the nurse and then subsequently the GP to determine if the young person's medical need and maturity meet threshold for consultation. In this instance the GP may contact caregivers if needed. At all times patient privacy and confidentiality is assured for consultations and in medical and accounts records, appointments, telephone calls and electronic media including computer information.

Patients have a right to access their personal health information and may request to view their record or obtain a copy. Our privacy policy for the management of health information is available on the practice information sheet. It is made available to anyone who asks. This policy includes information about the type of information this practice collects, how we collect it, use and protect it and to whom we disclose it.

Patients have the right to refuse any treatment, advice or procedure. Our doctors discuss all aspects of treatment and will offer alternatives should a patient seek another medical opinion.

For ongoing management of patients, patients are asked to hold a E Health Record, My Health.gov.au to enable other medical practitioners providing care to have access to current treatment provided at the school clinic.

This Practice acknowledges a patient's right to complain. We provide mechanisms to ensure that this feedback in addition to positive comments and suggestions are freely received and changes implemented where necessary.

Patients are provided with appropriate and adequate information to make informed decisions about investigations, referrals or treatment.

Patients are provided with adequate information to facilitate access to care.

This Practice participates in the RACGP Training Program and regularly has registrars on site. Some of whom may provide care to students.

The patient's consent is sought for participation in health reminder systems and research projects. Consent can be withdrawn at any time by the patient.

