

## **PATIENT RIGHTS AND RESPONSIBILITIES**

Paediatric Dental Group is based on values that respect the individual. We strive to ensure our standard of care is of the highest level. Respecting your rights form part of that standard of care.

### **You have the right to**

- Be treated with respect, dignity and consideration
- Take part in decisions about proposed treatment
- Give your permission to provide treatment
- Have an understanding of how much something will cost
- Be provided with a second opinion. We have several specialists available. Ask the Practice Manager if you would like to speak with another specialist
- Give a compliment or tell us how we can improve our services
- Have your personal information kept private and confidential
- Have access to an interpreter

### **What are your responsibilities?**

We want to make sure that you get the best possible care from us. To help us do this, we ask that you do the following:

- Give staff as much information as you can about you and/or your child's health
- Tell staff if your child is taking any medicine, including natural remedies
- Tell staff if your child is receiving treatment elsewhere for the same condition
- Follow staff instructions for your child's treatment and care
- Tell staff about any concerns associated with your child's treatment
- Be on time for appointments or let us know 24 hours in advance, if you need to cancel an appointment
- Advise us if you change your contact details
- Pay for the treatment at the agreed time
- Treat all people you meet in our practice (including staff, volunteers, patients and their families) with care, dignity and consideration
- Respect the confidentiality and privacy of others