SYDNEY MELANOMA DIAGNOSTIC CENTRE

Patient Code of Conduct

**This code outlines the expected standard of behaviour for all patients. By attending our private practice, you are agreeing to uphold this standard and failure to comply may result in immediate discontinuation of treatment.**

* **Not act in a manner others may find threatening, bullying, or frightening.  Our practice has a duty to provide a safe physical and psychological environment free from aggression, abuse, intimidation, or racism for both staff and other patients. Not act in a manner which could harm others or myself and I understand I can approach staff if I am feeling distressed or anxious.**
* **May need to return if my doctor deems it necessary to assess multiple problems.**
* **To follow the direction of health service staff, which may include being asked to abide by government directives set down for hospitals, which are high risk settings, or our conditions of entry, eg mask wearing, providing proof of Covid vaccination or testing.**
* **Not to smoke in the premises.**
* **Not to attend the practice adversely affected by alcohol or drugs.**
* **If you need to take or make a call in the waiting room, to confine your volume to avoid disturbing others, or go outside. If going outside to take or make a call, let Reception staff know.**
* **Not answer my phone when in a consultation with the doctor or nurse, or the next patient may be called before me.**
* **Encourage my children to sit quietly and not run, shout or climb on furniture, so as to not disturb staff trying to work, or upset patients who may be feeling unwell or anxious.    I will bring quiet toys, colouring books and headphones for electronic devices, if necessary.**
* **Make payment on the day of service, as this is a private practice that has fees for services provided. If I hold a government pension, I may not have to pay for services covered by Medicare but will have to pay for services not covered by Medicare.**
* **Understand that my allocated appointment time is ‘arrival time’ only, as unforeseen circumstances such as complicated cases can cause the doctors and photographers to run behind. You will allow adequate time for my appointment.**
* **Cancel appointments I cannot attend with as much notice as possible.  This will allow other waiting patients to be offered a consultation.  I understand that if I consistently fail to attend appointments, a ‘no show’ fee may apply, or I may be asked to seek care elsewhere.**
* **If these conditions do not suite you, please see your GP for help finding care elsewhere.**

***In return, our practice will treat each patient with care, respect and professionalism****.*