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Living Rock Medical Centre – Patient Code of Conduct

At Living Rock Medical Centre, we are committed to providing safe, respectful, and high-quality care for all patients. To help us achieve this, we ask that all patients and visitors follow this Code of Conduct.

Our Commitment to You

We will treat you with respect, dignity, and compassion.

We will provide safe, evidence-based, and confidential healthcare.

We will listen to your concerns and involve you in decisions about your health.

We will protect your privacy and personal information.

Your Responsibilities

To ensure a safe and supportive environment for everyone, we ask that you:

Respect Others

Treat doctors, nurses, reception staff, and other patients with courtesy and respect.

Refrain from abusive, aggressive, or violent behaviour.

Communication

Provide honest and accurate information about your health.

Tell your doctor if you don't understand something or if you have concerns.

Appointments

Arrive on time for your appointments.

Notify us as soon as possible if you cannot attend.

Care and Treatment

Follow the agreed treatment plan as discussed with your doctor.

Take medications as prescribed and attend follow-up appointments.

Financial Responsibility

Pay consultation fees at the time of your visit (unless eligible for bulk billing).

Unacceptable Behaviour

The following behaviours will not be tolerated:

Verbal abuse, threats, or physical violence

Discrimination, harassment, or intimidation

Persistent non-compliance with treatment or practice policies

Repeated missed appointments without notice

Patients who engage in unacceptable behaviour may have their care ceased in line with our Ceasing of Care Policy.

Feedback

We value your suggestions and feedback. If you have concerns, please speak to your doctor, our Practice Manager, or complete a feedback form available at reception.

Thank you for helping us maintain a safe and respectful environment for all patients, staff, and visitors.