

LRMC Code of Conduct & Values

Our Clinic Values

At Living Rock Medical Centre, we are committed to providing healthcare that is safe, respectful, and compassionate. Our values guide every aspect of our work:

- **Compassion** – We treat everyone with kindness and empathy.
- **Respect** – We value cultural diversity, dignity, and privacy.
- **Integrity** – We are honest, transparent, and accountable.
- **Excellence** – We are committed to high-quality, evidence-based care.
- **Partnership** – We work together with patients, families, and the community.

Patient Code of Conduct

We are committed to maintaining a safe and welcoming clinic for all. Patients and visitors are asked to follow this Code of Conduct:

Respect

- Treat staff, patients, and visitors with kindness and courtesy.
- Respect cultural differences, privacy, and personal space.

Communication

- Use polite and calm language at all times.
- Ask questions if you don't understand and listen to advice given.

Safety

- Aggressive, abusive, or threatening behaviour will not be tolerated.
- Keep mobile phones on silent and supervise children at all times.

Responsibility

- Arrive on time for your appointment or let us know if you need to cancel.

- Bring your Medicare/concession card and any relevant health information.

Partnership

- Work together with your healthcare team to manage your health.
- Follow agreed treatment plans and attend follow-up appointments.

Staff Code of Conduct

Our staff are committed to professionalism and excellence. Staff members are expected to:

Respect & Professionalism

- Treat patients, colleagues, and visitors with dignity and kindness.
- Maintain professional boundaries at all times.

Communication

- Listen actively to patients and colleagues.
- Provide clear, accurate, and compassionate information.

Safety & Quality Care

- Prioritise patient safety and wellbeing in every action.
- Follow infection control and workplace safety procedures.

Responsibility & Integrity

- Be punctual, prepared, and accountable in your work.
- Protect patient privacy and confidentiality at all times.

Teamwork & Growth

- Support colleagues and work collaboratively as a team.
- Engage in ongoing education and professional development.

Patient Rights & Responsibilities

Your Rights

- The right to be treated with respect, dignity, and without discrimination.
- The right to clear information about your care and treatment.
- The right to privacy and confidentiality of your medical information.

Your Responsibilities

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- Provide accurate health information to your doctor.
- Attend appointments or give timely notice of cancellation.
- Treat staff and other patients with courtesy and respect.

Ceasing a Patient's Care

While we aim to provide ongoing care for all patients, there may be circumstances where the clinic decides to discontinue care.

Examples include:

- Repeated aggressive, abusive, or threatening behaviour towards staff or other patients.
- Consistent failure to follow medical advice or treatment plans.
- Repeated missed appointments without notice.
- Breaches of clinic policies or misuse of services.

Process:

- The patient will be informed in writing of the reason for ceasing care.
- Where possible, urgent care will continue to be provided until the patient is able to transfer to another healthcare provider.
- Patients will be offered information on how to access their medical records and transfer them to another practice.

This policy ensures that staff and patients alike can remain in a safe and respectful environment.

Closing Note

Together, patients and staff share responsibility for creating a supportive, safe, and respectful environment. By living our values and following this Code of Conduct, we ensure the best possible care and wellbeing for everyone in our community.