

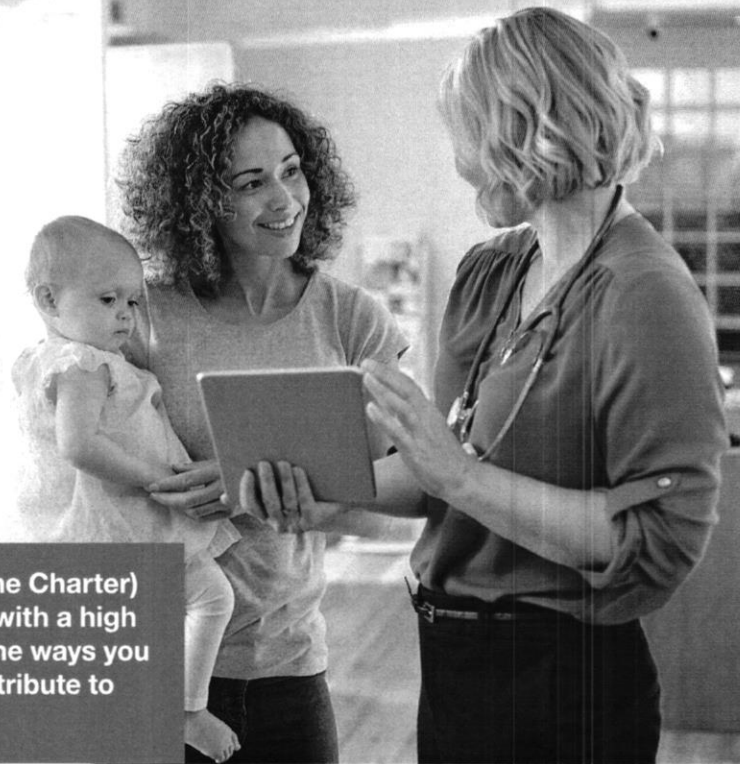


RACGP

Royal Australian College of General Practitioners

Healthy Profession.
Healthy Australia.

Do you know your rights and responsibilities when visiting your GP?



The RACGP General Practice Patient Charter (the Charter) reflects the commitment of GPs to provide you with a high standard of care. The Charter also suggests some ways you can be more involved in your healthcare and contribute to a high-quality healthcare system.

Your rights	Your responsibilities
<p>Access</p> <p>You have a right to access timely and high-quality care from your GP.</p>	<p>Notify your practice if you are unable to attend your appointment.</p> <p>Advise your practice of any changes to your contact details.</p> <p>Understand you may need to wait for attention if your GP is attending to other patients.</p>
<p>Safety</p> <p>You have a right to a safe, secure and supportive healthcare environment.</p>	<p>Provide your GP with information that affects your health.</p> <p>Agree upon and follow a treatment plan.</p> <p>Let your GP know about any changes in your medical condition.</p>
<p>Respect</p> <p>You have a right to a general practice environment that respects your healthcare needs.</p>	<p>Treat practice staff and other patients in a fair and polite manner.</p>
<p>Partnership</p> <p>You have a right to be included in decisions and choices about your care.</p>	<p>Be involved and interested in your care planning.</p> <p>Ask your GP questions or for clearer explanations if you don't understand.</p>
<p>Information</p> <p>You have a right to open, two-way communication with your GP about your healthcare.</p>	<p>Let your GP know about your needs.</p> <p>Be as open and honest about your issues as you can.</p>
<p>Privacy</p> <p>You have a right to privacy and confidentiality of your personal information.</p>	<p>Discuss any concerns relating to the privacy of your information with your GP or practice staff.</p>
<p>Give feedback</p> <p>You have a right to comment on your care and have your concerns addressed.</p>	<p>Tell practice staff if you have a concern so that they can respond to it.</p>

For more information, ask your GP for a flyer on the General Practice Patient Charter or visit www.racgp.org.au

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We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.

General Practice Patient Charter

A guide for patients, carers and families



This Charter aims to help general practitioners (GPs) and patients to develop a positive and open partnership.

About The Royal Australian College of General Practitioners

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional general practice organisation and represents urban and rural GPs.

We represent more than 41,000 members working in or towards a career in general practice.

Our mission

The RACGP is committed to improving your health and wellbeing. We do this by setting the standards for education and overseeing GP professional development. Our aim is for all Australians to receive high-quality and safe healthcare.

About this Charter

Everyone who seeks or receives care in Australia has rights as well as responsibilities.

The General Practice Patient Charter (the Charter) explains your rights and responsibilities in relation to the care and treatment you receive from your GP in a general practice setting.

This Charter is consistent with the Australian Government Charter of Healthcare Rights, and reflects the commitment of GPs to provide you with a high standard of care.