

# 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.

## What can I expect from Australian general practices?

Access	Safety	Respect	Partnership	Information	Privacy	Give feedback
<b>I have a right to ...</b>						
<ul style="list-style-type: none"> <li>access timely healthcare, with support from my family/carer/support person when I need it</li> </ul>	<ul style="list-style-type: none"> <li>a safe, secure and supportive healthcare environment – I receive care that is of high safety standards</li> </ul>	<ul style="list-style-type: none"> <li>an environment that respects my rights and healthcare needs – I receive care that respects my culture, beliefs, values, and characteristics like age, abilities, gender, sexuality, marital and career status</li> </ul>	<ul style="list-style-type: none"> <li>be included in decisions and choices about my care – I am encouraged to join in discussions and decisions about my care, including treatment options and healthcare providers</li> </ul>	<ul style="list-style-type: none"> <li>open, two-way communication – I receive timely and clear advice about my healthcare, including my practice's waiting times and costs</li> </ul>	<ul style="list-style-type: none"> <li>privacy and confidentiality of my personal information – my personal information is kept safe and private</li> </ul>	<ul style="list-style-type: none"> <li>comment on my care and have my concerns addressed – I can share my experience and participate to improve the quality of care and health services</li> </ul>
<b>I have a responsibility to ...</b>						
<ul style="list-style-type: none"> <li>advise my practice of any changes to my address or contacts</li> <li>keep my appointment or notify my general practice if I'm unable to attend</li> <li>understand I may need to wait for attention or treatment if staff are seeing other patients</li> <li>accept that some services I require may not be available at my general practice</li> </ul>	<ul style="list-style-type: none"> <li>let my GP know about any changes to my health</li> <li>talk about any concerns I have about my health and healthcare</li> <li>tell my GP if I have difficulty understanding or following treatment advice</li> <li>tell my GP if I have any situation that could have a negative impact on my health</li> <li>give my GP as much information as possible about my health, past illnesses, allergies and any other important details (including complementary and alternative therapies)</li> </ul>	<ul style="list-style-type: none"> <li>treat general practice staff and visitors with respect</li> <li>let my GP know if I have specific needs, including those about my culture and beliefs, so that they can respond appropriately</li> </ul>	<ul style="list-style-type: none"> <li>listen, and ask my GP for more information if there is anything I don't understand about my treatment</li> <li>discuss benefits and any potential harm of medical treatments with my GP before giving consent</li> <li>supply a copy of any legal documents relevant to my care (advance healthcare directives, enduring power of attorney)</li> <li>tell my GP if I want a second medical opinion</li> </ul>	<ul style="list-style-type: none"> <li>be as open and honest as I can</li> <li>ask questions to check my understanding</li> <li>ask for a professional interpreter if I don't speak or understand English very well</li> <li>bring a support person, if needed</li> </ul>	<ul style="list-style-type: none"> <li>understand that at times my GP may need to share information about my health with other health professionals</li> <li>tell practice staff if my personal information is incorrect or incomplete</li> </ul>	<ul style="list-style-type: none"> <li>talk to my GP or practice if I have any questions or concerns</li> <li>try to solve any problems with my GP directly</li> <li>give feedback in a respectful way</li> </ul>