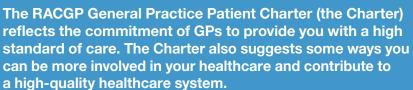


Healthy Profession. Healthy Australia.

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





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

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

© The Royal Australian College of General Practitioners 2020

 $This \ resource \ is \ provided \ under \ licence \ by \ the \ RACGP. \ Full \ terms \ are \ available \ at \ www.racgp.org.au/usage/licence$ 

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.