



Practice Information for your Patients

Standard 1.2 of the Royal Australian College of General Practitioners (RACGP) Standards for general practices: 4th edition (the Standards) requires that practices make available a comprehensive practice information sheet to patients. This information sheet should provide key information about your practice and is a valuable communication tool to inform patients of the services provided, emergency access, fees and other health promotion activities.

It should be regularly updated to ensure information is current.

What to include

Practice contact details

- Practice name
- Full physical address
- PO box details, if applicable
- Website
- Contact email
- Telephone
- Fax

Practice opening hours

Details of your opening hours, special clinics, evening and weekend services.

After-hours arrangements

Include your after-hours practice arrangements. For example:

- Call 000 in an emergency.
- Call Health Direct Australia 1800 022 222.
- Call the practice to be diverted to the on call medical practitioner.

General practitioners

List the general practitioners available at your practice, as well as any special interests or qualifications. For example, sports medicine, obstetrics, skin cancer checks, etc.

Practice nurses, Aboriginal health workers and allied health providers

List the practice nurse(s), Aboriginal health workers and allied health services available at your practice, as well as any special interests or qualifications, such as pap smears, diabetes educators or midwives.

If you have visiting allied health providers or medical specialists, provide information on how to make these appointments, their regular scheduled visits and how to access to referral if necessary.

Fee policy

Insert your practice policy on fees. Include an explanation for items as applicable, such as:

- Privately billing practice
- Bulk billing arrangements
- Hospital consultations
- Concessions for health care card or pension card holders
- Medical procedures
- Non-Medicare rebateable items
- Overseas visitors (with no Medicare)
- Discounts for fees paid on the day
- Extra charges for weekend or after-hours appointments

Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.

Practice Assist is an initiative of



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Practice profile

Include a short profile of your practice. Cover items such as:

- Flexible appointment arrangements
 - Long consultations
 - Short appointments for immunisations
 - Practice nurse appointments for dressings or follow up
 - Renewing prescriptions, referrals
 - Home or nursing home visits
- Special health clinics
 - Child immunisation clinics
 - Diabetes clinics
 - The practice cancellation policy
- Participation in general practice accreditation and associated activities, such as:
 - Recording cultural, Aboriginal and Torres Strait Islander status
- Medical students or third-party presence during a consultation
- Communication and access for patients with special needs – availability of:
 - Disability access to the facility
 - National Relay Service (NRS) for the deaf
 - Translation and Interpreter Services (TIS) for patients from a non-English speaking background

Practice policies or where to access them

- How to access to medical records
- Privacy and confidentiality policy
- Practice communication policy, including receiving and returning telephone calls and electronic communication
- The process for the follow-up of results, such as receiving test results over the phone
- Patient feedback and complaints management, including contact details of the local state or territory health complaints conciliation body

Health promotional Activity

Health promotion activities in the practice aids the patient and promotes patient proactivity towards health care and management. This results in patients increasing their preventive health appointments within the practice. Health promotion activities can include:

- Information on waiting room or community pin up boards
- Awareness raising on specific health areas using the WA Health Department *What's on in Health* calendar for health topic ideas

- Feature a health topic for one week of each month or every second month
- Contact relevant organisations for resources and promotional materials – these are usually provided free of charge
- 'Theme' the practice – for example, red balloons for heart awareness week
- Get patients involved – for example, the Heart Foundation Jump Rope for Kids program or walking challenges. Many organisations coordinate similar activities
- Contact your WA Primary Health Liaison to find out what programs they may have on offer
- The WA Health Department operates the *What's on in Health* calendar. This can be found at:
<http://www.whatson.health.wa.gov.au/>.
 - For example, 1 – 7 September is national asthma week. Promote this week as the time for your asthma patients to come in for a Chronic Disease Management Plan (CDMP) or a CDMP review (if applicable)
 - Asthma WA has a range of resources available for health professionals and their patients including action plans and handbooks - www.asthmawa.org.au

Advertising regulations

All advertising should comply with the Medical Board of Australia Code of Conduct which is available at: <http://www.amc.org.au/about/good-medical-practice/>

Resources

RACGP approved patient feedback survey instruments

<http://www.racgp.org.au/standards/fourthedition/patientfeedback>

Translating and Interpreting Service (TIS) National

www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/

Triage Guide for General Practice – GP access

<http://www.triageguide.com.au/>

NABS - National Auslan Interpreter Booking and Payment Service

<http://www.nabs.org.au/>

The Royal Australian College of General Practitioners

Standards for general practices: 4th edition
<http://www.racgp.org.au/your-practice/standards/standards4thedition/>