



EAST KEILOR DENTAL'S CHARTER OF HEALTHCARE RIGHTS

East Keilor Dental has adopted a charter of healthcare rights in accordance with the Australian Charter of Healthcare Rights (available to download at www.health.vic.gov.au)

We believe in offering quality dental services in a safe environment and encourage patients to play an active role in delivering the care they are entitled to.

What can you expect from East Keilor Dental?

ACCESS

We will provide you with access to services to address your dental healthcare needs.

We run by appointment and also offer after hours and Saturday morning appointments to accommodate your individual needs. As East Keilor Dental is a busy practice, we recommend calling in advance to secure a suitable appointment time. Emergency appointments are available, though they may be at limited times throughout the day.

Our cancellation policy requires 24 hours' notice if you wish to cancel an appointment, otherwise a fee may apply.

SAFETY

Safe and high quality care will be provided to you in a professional, highly skilled and competent manner. If you have any concerns, our friendly qualified staff will happily assist with your query.

A full medical and medication history is required to identify and reduce any risks associated with your dental care. As personal circumstances can change we will require an updated medical and medication history at regular intervals.

Our staff regularly attend continued education courses to remain up to date with current guidelines, skills and materials. This aids in providing you the best quality treatment in the safest environment possible.

RESPECT

You will be treated with the upmost respect and dignity.

East Keilor Dental values our patients and hope that at all times we can provide dental treatment in a manner that is respectful of your culture, beliefs, values and personal characteristics. Patients are asked to reciprocate this by being mindful of all staff and other patients.

COMMUNICATION

Our dentists and staff respect your right to make informed decisions regarding your health and healthcare. We endeavour to explain our services, treatment options and costs in a clear, honest and open way.

PARTICIPATION

Patients of East Keilor Dental are encouraged to discuss treatment options and ask questions to play an active role in making choices and decisions in regard to their healthcare.

PRIVACY

Your personal and healthcare information will be treated with the upmost privacy and respect at all times. Our staff are trained in all aspects of privacy law and confidentiality. Your personal and healthcare information is stored safely and securely.

COMMENT

East Keilor Dental encourages patients to provide feedback, both positive and negative. You can be assured any comments or concerns will be dealt with promptly.

To see our Patient Rights policy in full please refer to our website at eastkeilordental.com.au