



FADC DENTAL GROUP

Trading As

Forrest Avenue Dental Centre

Paris Road Family Dental Practice

Eaton Family Dental Practice

Charter of Patient Rights

Appointments

FADC Dental Group aims to provide patients with appointments to meet their treatment needs. It is requested patients make an agreed appointment time/date to assist the scheduling process, notifying the practice where this appointment cannot be met. To assist patients in attending and/or rescheduling their scheduled appointments we contact them in the form of a reminder.

FADC Dental Group provides variety of reminders to assist patients to meet their appointments.

- SMS reminder or
- Telephone call reminder the day prior or
- Email reminder
- Postal Reminder for recall examination appointments

The cancellation policy of FADC Dental Group requires 24 hours' notice for cancellation of an appointment (as listed on all Patient Detail & Medical History Form). Should the patient cancel without the required notice period, it is at the Senior Management's discretion as to whether a cancellation fee of \$150.00 is to be charged.

In the event we are unable to accommodate a patient's request for an appointment at a specific time/date, consultation with the treating dental practitioner will be sought. If sufficient notice is given, extra opening /closing hours may be arranged (at the dental practitioner discretion) in order to accommodate the patients scheduling needs.

Should a patient fail to attend, contact will be made by phone to reschedule. If unable to contact, a reminder letter will be sent to the patient's postal address.

Safety

FADC Dental Group aims to provide appropriate dental services in a safe, secure and supportive environment. We encourage patients and/or staff to raise any concerns they may have. If a concern is raised, all staff and management are required to address the concern as soon as possible. For further information about our commitment to safety refer to FADC Dental Group's Work, Health & Safety manual.



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Trading As

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All patients are required to complete a full medical history as accurately and completely as possible, to allow staff to identify any circumstances that may increase the risks associated with dental care. Patients that refuse to provide essential information for our files may be refused treatment.

In the unlikely occurrence of an adverse event, dental practitioners at FADC Dental Group have a responsibility to be open and honest in communications with the patient involved, and families or carers if applicable.

It is the responsibility of the registered dental practitioner, in accordance with the [Dental Board of Australia's Code of Conduct for Registered Health Practitioners](#), to explain to the patient what happened and why, as well as offering support and advice with regard to how the situation can best be resolved or managed.

Upon recognising the occurrence of an adverse event, the dental practitioner will follow our Open Disclosure Process, which aligns with the [Australian Commission on Safety and Quality in Healthcare's Open Disclosure Standard](#), as outlined below:

- Act immediately to rectify the problem, if possible, including seeking any necessary help and advice
- Explain to the patient, in sufficient detail, so the patient understands what has occurred, including the anticipated short-term and long-term consequences.
- Acknowledge any patient distress and provide appropriate support
- Develop a future management plan for the patient if required
- Ensure that the patient has access to information about the process for making a complaint

Sufficient detail is to be recorded in patient records to reflect the information provided to the patient about the incident, associated risks and likely consequences. The dental practitioner will notify the occurrence of the adverse event to their professional indemnity insurer, consistent with the clauses of their policy.

Respect

FADC Dental Group values all patients as a unique person and hope that at all times we can provide dental treatment in a manner that is respectful of their culture, beliefs, values and personal characteristics. Patients are asked to reciprocate this respect by being mindful of all staff at FADC Dental Group and other patients. Abuse, whether physically, verbal or emotional of staff is not seen as acceptable. Our staffs have a right to a safe workplace, where they do not feel threatened in any way.



FADC DENTAL GROUP

Trading As

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Communication and decision making

FADC Dental Group respects the patient's right to receive adequate information to make informed decisions regarding their health and healthcare. Consequently, all staff should continually demonstrate a commitment to providing patients with accessible and understandable information about their treatment and treatment options, including costs, proposed medications and risks involved. This should also include maintaining suitable evidence that patients are fully informed about their proposed treatment and have been a partner in the development of their treatment plan. Such evidence will be monitored through FADC Dental Group's review processes.

We do expect patients to actively participate in decision and choices about their treatment and dental needs. For extensive treatment plans we also encourage a patient to involve their family or carer in the decision making process.

FADC Dental Group's Informed Consent Process

The initial examination of a patient shall be considered 'implied consent' to that procedure based on the booking of an appointment, attendance, and the patient allowing the physical examination to occur. Any subsequent treatment shall require the patient to make an informed decision and consent to the treatment either verbally or in writing depending on the procedure and associated risks.

The dental practitioner who is to perform the treatment is responsible for the following informed consent process in line with the Dental Board of Australia's Code of Conduct for Registered Health Practitioners.

A patient will be:

- Told (or receive information in some other way) what procedure is being proposed
- Told (or receive information in some other way) about the possible risks and benefits of the treatment in a form or manner they can understand
- Informed of the risks and benefits of all options
- Afforded the opportunity to ask questions and receive answers that meet with their satisfaction
- Afforded sufficient time (if needed) to discuss the plan with their family, carer or advisor, especially for complex treatment plans
- Fully informed of and comprehending the cost of treatment



FADC DENTAL GROUP

Trading As

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- Able to use the information provided to them to help them make a decision they believe is in their best interest, in the absence of any coercion from the dental practitioner
- Afforded the opportunity to communicate their decision to the dental practitioner either verbally or in writing

FADC Dental Group requires all dental practitioners provide relevant documentation to the patient about the proposed treatment. The practice also requires dental practitioners to use their clinical judgment to determine where written consent is required from the patient and/or carer.

Dental practitioners shall take into account additional considerations regarding guardianship arrangements for consent matters when dealing with vulnerable patients.

Sufficient detail is to be recorded in patient records to reflect the information provided to the patient is associated with their treatment options and the treatment plan, which is ultimately agreed upon.

A consent form for dental treatment is provided for treatment which is done against the advice of the dental practitioner. Patients are informed of the associated risks, informed of other treatment options and understand that treatment performed on the day is at their own risk. Dental practitioner may refuse to do the dental treatment request by patient if the associated risks too high.

Informed consent documentation

All informed consent documentation used by the practitioners at FADC Dental Group is reviewed at regular intervals and any updates to these documents are designed to improve patient understanding and the quality of care provided.

For complex treatment plans, the treatment options are given. The patient is given ample opportunity to ask questions prior to receiving treatment.

Comment

A patient's evaluation of the care received at our practice is an extremely important form of feedback that provides valuable information about the services we provide. We encourage patients to provide both positive and negative feedback.



FADC DENTAL GROUP

Trading As

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All staff will be provided with training and support that will assist them to identify report and appropriately respond to complaints and other negative feedback. At FADC Dental Group we classify negative feedback into three ways:

1. **Enquiries:** low level matters where an explanation or clarification of circumstances satisfies or resolves the patient's concerns. No further risk or future action against the dental practitioner or practice is indicated
2. **Notification:** a complication or incident that has not caused the patient to make any complaint or claim, but has the potential to become a complaint or claim in the future. The dental practitioner involved will consult their professional association in these matters for guidance on handling the incident and whether notification to the professional indemnity insurer is required. The dental practitioner's management of such complications or incident will be compatible with the practice's open disclosure process.
3. **Complaint or Claim:** matters in which a patient, or person on behalf of the patient, has made a verbal or written complaint to the practitioner or to a statutory or legal body, regarding some element of treatment that has been provided by the dental practitioner to the patient. The dental practitioner involved will consult their professional association and their professional indemnity insurer prior to responding to the matter.

In the event of a patient complaint, all staff at FADC Dental Group should use the following complaint handling policy:

- Provide an open environment for a patient to share their dissatisfaction with us directly, whilst respecting the patient's right to have a concern heard by an independent third party such as the Australia Dental Association (WA), The Dental Case Panel or Dental Board of Australia or AHPRA.
- Resolve the complaint at the lowest level possible
- A patient will be required to place serious complaints or requests for refunds in writing
- Notification to and advice sought from professional associations and professional indemnity insurers is encouraged.

FADC Dental Group's Complaint Handling Process

FADC Dental Group will acknowledge and respond in a timely manner, either verbally or in writing, in respect to the seriousness of the complaint. We aim to respond to all complaints within 4 working days or sooner if possible. All complaints will be recorded in the Compliments & Complaints Register.



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All complaints will be reported and reviewed by the Senior Management & Principal Dentist of the practice. FADC Dental Group expects responsibility for the management of practitioner related complaints will lie with the dental practitioner about whom the complaint is related. The dental practitioner involved will respond to the complaint upon receipt of advice from their professional association and/or their insurer.

Complaints Review Process

FADC Dental Group is committed to continuous improvement in safety and quality. The Senior Management & Principal Dentist will analyse data/feedback and take action where required. Any review actions/outcomes will be communicated to staff. In addition, incidents and analysis of incidents are reviewed by Principal Dentist.

All complaints will be listed on the Patient Complaint Register. Changes to procedures may be implemented in order to reduce the risk of a recurrence.

Notifying patients about their rights

FADC Dental Group will always endeavour to advise patients about their rights and the way our practice operates. Part of the process of providing this information to patients and/or carers is providing access to our Charter of Patient Rights.

- Charter of patient rights distributed with new patient form or welcome documentation
- Available on FADC Dental Group's website
- Access in the Reception Area

FADC Dental Group expects all staff will assist patients to understand their patient rights and the way our practice operates. It is the responsibility of staff to proactively identify those patients who may be 'at risk' of not understanding their healthcare rights in accordance with FADC Dental Group 's 'At Risk Patients and Escalation of Care Policy', and to consult the dental practitioner if further guidance is needed