My Healthcare Rights

At Gawler Place Dental

You have rights when receiving dental care. We are committed to providing safe, respectful and high-quality care and to involving you in decisions about your treatment.

ACCESS

- Access dental care that meets your needs.
- Ask about our services, appointments, fees and treatment options.
- Tell us if you need assistance to access or understand your care.
- Request appropriate support, including an interpreter where required.

SAFETY

- Receive safe, high-quality dental care.
- Be cared for in a safe and supportive environment.
- Have your medical and medication history considered when planning your care.
- Be informed if something goes wrong with your care and what we are doing to make things safe.

RESPECT

- Be treated with dignity, courtesy and respect.
- Have your culture, identity, beliefs, values and choices recognised and respected.
- Receive care free from discrimination.
- Have your privacy and personal circumstances treated with sensitivity.

PARTNERSHIP

- Ask questions and receive honest and understandable answers.
- Be involved in decisions about your dental care.
- Discuss your treatment options, including benefits, risks and alternatives.
- Involve a family member, carer or support person in your care where appropriate.
- Take the time you need to make informed decisions about your treatment.

INFORMATION

- Receive clear information about your dental condition, treatment options, risks and benefits.
- Be informed about treatment costs and financial estimates.
- Ask questions about your proposed treatment.
- Give or refuse consent to treatment.
- Request access to your dental healthcare records.
- Be provided with information in a way that you can understand.

PRIVACY

- Have your personal and health information kept private and confidential.
- Know how your information is collected, used and disclosed.
- Have your dental records stored securely.
- Request access to information we hold about you.

GIVE FEEDBACK

- Provide feedback or make a complaint without it affecting the care you receive.
- Have your concerns listened to and addressed in a timely and respectful way.
- Ask questions or raise concerns about your treatment or experience.
- Have your complaint handled fairly and confidentially.
- Share your experience to help us improve our services.

WE WANT TO HEAR FROM YOU

If you have a concern, complaint, suggestion or compliment, please speak with a member of our team.

You can provide feedback verbally or in writing.

If you are not satisfied with how your concern is handled, you may seek independent assistance from the appropriate complaints or regulatory body.

Gawler Place Dental

For more information about your healthcare rights, please speak with a member of our team or visit the Australian Commission on Safety and Quality in Health Care.