



PATIENT CHARTER

In Kilcormac Medical Centre we believe that all patients have the right to expect that the healthcare they receive will consider their needs and will encourage them to take part in decisions about their health and wellbeing and provide them with the information and support to do so.

- You will be treated as an individual and with dignity and respect.
- All patients will be treated equally. We do not discriminate on the grounds of gender, race, disability, sexual orientations, religion, political beliefs or age
- Our premises will be clean and comfortable and have facilities for the disabled
- Staff hygiene awareness and hand washing is a priority
- All patients will be greeted in a friendly manner and be treated with courtesy by everyone in the practice
- Your personal health information will be kept secure and confidential. You should tell staff if you want your information to be shared with family members or a carer
- If you feel you have been treated unfairly or a member of staff has been rude then there is a complaint procedure that you can enquire about from another member of staff
- Patients will be informed if delays are anticipated
- Patients will be offered advice about how to stay healthy and avoid illness
- Everyone working in the practice will have the appropriate skills and training for their job
- Patients will be referred to a consultant when the doctor feels it is necessary
- Following a referral, your GP can assist you in seeking a second opinion if necessary

In order for us to give you the best possible service, please

- Tell the practice receptionist if you change your name, address, or phone number
- Be on time for all appointments. If late, please phone ahead to let staff know
- Let the GP know if you think any of the information in your health record is incorrect
- If you want to have someone else present at an appointment, please let staff know. This could be a carer, family member, partner, friend or another healthcare worker
- Tell the GP if you do not understand something or want or need more information. If you have any questions, ask!
- Take some personal responsibility for your own health

- Ask your GP for support to help you manage your condition and have a healthier lifestyle
- Take an active part in discussions and decisions about your healthcare treatment
- Tell your GP if you are allergic to/have side effects after any medications
- Please ensure you understand how medications are to be taken, and ask the pharmacist
- Tell the GP if you are taking herbal /over the counter medications
- Take the complete course of any medication prescribed and order a repeat prescription if needed. If you decide to stop medication early, please tell the doctor/pharmacist
- If you feel your condition has gotten worse please tell your GP
- Please allow a minimum of 24 hours for repeat prescription orders to allow your chart to be checked

Please remember our staff have the right to be treated with dignity and respect. Aggressive language or behaviour towards any member of staff is unacceptable, and will not be tolerated.

Dr Isabelle Fallon & Dr Aisling McMahon