

# *SHOAL BAY and ANNA BAY Medical Centres*

## Practice Code of Conduct

### Policy

All Staff and patients in this practice have the right to a safe, secure environment where abusive, disruptive or aggressive behaviour will not be tolerated.

- All staff are to be treated with courtesy and respect.
- This waiting room is provided for your convenience.
- We expect to maintain a peaceful, relaxed environment.
- Every effort will be made by staff to accommodate your needs.

BREACHES OF THIS POLICY WILL RESULT IN EJECTION FROM THE PREMISES. THE POLICE MAY BE CALLED

### Procedure

#### **Commitment to the Company:**

- Staff demonstrate their commitment to the Company by ensuring that their actions do not bring the Company into disrepute.
- It is expected that all employees act in accordance with specific practice policies and procedures and/or the specific details contained in the job description or employment contract.
- Clinical and non-clinical staff perform duties within their legal scope of responsibilities and maintain their knowledge, skills and attitudes through their professional specialty organisations such as the AMA, ANF or AAPM.

#### **Customer Service:**

- When dealing with internal and external customers staff are expected to be honest, courteous and helpful; actively consult with and listen to the customer; and provide prompt attention and accurate information.
- It is expected that all employees will behave in a courteous manner, which portrays the image of the practice in a positive and professional way, while maintaining the levels of service and care which our patients expect.

#### **Respect for Others:**

- Staff do not use language or behaviour that offends, harasses, or unfairly discriminates.
- Staff do not discuss patients outside the practice and are mindful of the sensitive nature of patient's private medical information while at work.
- Staff avoid making judgemental comments about patient's treatment by other staff or medical practitioners inside and outside work.

#### **Teamwork:**

- The entire practice team is committed to encouraging quality improvement and identifying opportunities to make changes that will increase the quality and safety for patients.
- All staff have an individual responsibility to identify any potential infection risks within the practice and to be familiar with and implement the relevant infection control procedures of our practice.
- All staff are required to be punctual when starting and finishing work each day.

Employees failing to meet acceptable codes of conduct will be counselled or disciplined in accordance with the Disciplinary Procedures outlined in Section 2.8