



# Charter of Patient Rights

Dr Timothy Johnston  
BDSC MDSc FRACDS FADI  
94 Stirling Highway, North Fremantle WA 6159  
T (08) 9433 6082 | F (08) 9433 6120 | E [ikids@ikidsdentalcare.com.au](mailto:ikids@ikidsdentalcare.com.au)  
[www.ikidsdentalcare.com.au](http://www.ikidsdentalcare.com.au)

## **Appointments**

iKids Specialist Paediatric Dentistry aims to provide patients with appointments to meet their treatment needs. It is requested patients make an agreed appointment time and date to assist with the scheduling process and notify the practice where this appointment cannot be met.

## **Safety**

All patients are required to complete a full medical and medication history as accurately and completely as possible to allow staff to identify any circumstances that may increase risks associated with dental care.

In the unlikely occurrence of an adverse event, dental practitioners at iKids will be open and honest in communications with the patient involved and families or carers.

## **Open Disclosure**

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 Framework.

## **Respect**

iKids values every patient as a unique person and hopes 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 and other patients.

## **Communication**

iKids respects every patient's right to receive adequate information to make informed decisions regarding their health and dental care. Consequently, all staff will 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. We do expect patient to actively participate in decisions and choices about their treatment and dental needs, involving family or carers where required.

## **Notifying Patients about Privacy**

All personal health and other information will be collected, used, disclosed and stored in accordance with relevant laws about privacy and this information will remain confidential unless the law allows disclosure or the patient directs us to release the information.

## **Patient Rights**

iKids 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 families or carers is providing access to our practice Charter of Patient Rights.

## **Informed Consent Process**

The initial examination of a patient shall be considered 'implied consent' to the 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.

## **Comments**

A patient's evaluation of 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.

## **Complaint Handling Process**

Complaints will be acknowledged and responded to 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 one working day. All complaints will be reported and reviewed by Dr Timothy Johnston.

## **Complaint Review Process**

iKids is committed to continuous improvement in safety and quality. iKids will analyse feedback and take action where required. Any review actions and outcomes will be communicated to staff.