

Practice Information (Sheet or Brochure)

It is important that written information about the practice is accessible to patients as it informs patients about the range of services provided by the practice, its billing procedures and its arrangements for care within and outside normal opening hours.

RACGP 4th Edition Standards

1.2.1A *Our practice information sheet is available to patients and is accurate and contains at a minimum:*

- *our practice address and telephone numbers*
- *our consulting hours and arrangements for care outside our practice's normal opening hours, including a contact telephone number*
- *our practice's billing procedures*
- *our practice's communication policy, including receiving and returning telephone calls and electronic communication*
- *our practice's policy for the management of patient health information (or its principles and how full details can be obtained from the practice)*
- *the process for the follow up of results*
- *how to provide feedback or make a complaint to the practice including contact details of the local state or territory health complaints conciliation body*

Assessment methods

- Document review of practice information sheet

Surveyors will look for and if necessary ask for an information sheet to verify the essential items are included, and confirm it is readily accessible to patients.

Meeting the standards

The information sheet may be photocopied, typed or electronically generated and must include the above points. The practice must ensure that alternative ways of comprehension are provided for patients who are unable to read or understand the practice information sheet. If a large proportion of the practice population comes from a non-English speaking background, it is recommended that the practice make written information available in the most common languages spoken by the practice population.

It is ideal that other information also be provided, including how patients may obtain longer consultations, arrangements for home and other visits, the names and qualifications of clinicians working in the practice, practitioners' special interests, arrangements for patients who require communication services, health promotion and prevention services i.e. reminder systems, how the practice engages with other services, and the procedure for transfers or referrals. The practice may wish to consider alternate methods of advising patients of these details, if not on the printed sheet, e.g. a sign at reception or on a practice noticeboard.

If the practice has a website, the information must be accurate and contain at a minimum the information included in the printed information sheet. It must also meet the advertising requirements of the MBA Code of Conduct.

For guidance in creating, or updating, your own practice information sheet, or brochure, please refer to the GPA *Practice Information Sheet* fact sheet and the *Practice Information Sheet* template.