

Practice information sheet

Providing written information about the practice is essential. It should be well set out, easy to read, and concisely inform patients about the range of services provided, practice processes and personnel. The practice information sheet must include, at a minimum, the essential requirements outlined in the RACGP Standards, 4th Edition. Ideally, other recommended inclusions will be included also.

Essential inclusions

- Practice address and telephone numbers
- Consultation hours
- After hours arrangements including contact telephone
- Practice billing policies
- Practice communication policy including receiving and returning telephone calls and electronic communication
- Management of patient health information
- Process for follow up of results
- Receiving and responding to feedback and complaints
- Contact details of local state or territory complaints body

Recommended inclusion

- Availability of longer consultations
- Home and other visits availability
- Names of clinicians working in the practice
- Special interests of practitioners
- Patient's right to participate in decisions about their health care
- Arrangements for patients who require communication services
- Fee information
- Health information and prevention services, for example reminder systems
- How the practice engages with other services
- Procedure for transfer of referrals

Each practice should consider its own circumstances to determine what information might be of interest to its practice population. Other practice topics might be relevant, for example: parking; appointment system processes, such as SMS reminders and walk-ins; visiting allied health opportunities; and the practice's policy in regard to medicine safety, such as 'no drugs of addiction are kept at the surgery'.

Where a practice serves defined cultural communities, it is advisable to make written information available in the most common languages used by the practice demographic.

For more information in regard to the meeting the Standards, please refer to the 1.2.1 *Practice Information* fact sheet.