

FPM Rights and Responsibility

Frankston Pain Management is a small private clinic. We have limited resources. This means that there are situations where we cannot provide what you need or what you request. Please ask a staff member if you want more information.

As a patient at Frankston Pain Management:

You have a right to:

- A high standard of health care
- Services that respect your culture and communication needs
- Receive only treatment to which you have provided consent
- Clear information about your condition and it's management
- Dignity and respect in your care
- Privacy and confidentiality
- A safe environment
- A second opinion , if requested
- Obtain access to your health information
- The support of a person of your choice in discussions about your healthcare
- To receive advice from your health insurer, doctors and hospital about the likely costs payable for the health services or supplies (including devices) you receive.

You have a responsibility to:

- Cooperate with your treating team
- Provide, to the best of your ability, information that may assist with your treatment, such as your medical and surgical history, past and current medications, allergies, investigations (CT/MRI scans & blood tests and copies of relevant medical reports).
- Bring a list of current medication (or the medicines) to each consultation
- Tell us when you have questions or concerns about your care
- Be patient if you are kept waiting. It is because the doctor is attending to another patient. You can be assured that when it is your turn, you will receive the same care and attention.
- Allow enough time to see the doctor. Please expect to be at the clinic for 2 hours. We do make every effort to be on time and minimise your waiting time.
- Support us by providing an environment that is safe, clean and pleasant. We are in a medical precinct. Please do not smoke inside or outside in the car park at our 20 Clarendon St building.
- Show respect for the people taking care of you and other users of our services
- Return Diagnostic Block Evaluation Sheets and post procedural pain charts for assessment ASAP
- Pay accounts on time and provide access to your Medicare Card and Insurance details when required.

Compliments, Comments and Concerns.

We appreciate feedback as this helps us to improve the services we provide. If you have any concerns, please speak to a staff member involved in your care, the practice manager or the doctor caring for you.

Staff Rights

Our staff and doctors at FPM, also have a right to their own safety and wellbeing and we will not tolerate Swearing, Bullying, Harassing, Threats, Verbal Abuse or Violence. Should you choose to ignore this, you will be asked to leave, the police may be called and further action may be taken.