

## 5.2. Appointments

### 5.2.1. Policy

Our patient scheduling system is flexible enough to accommodate patients with urgent, non-urgent, complex and planned chronic care, and preventative needs.

The individual preference of our general practitioners or other healthcare providers, such as our nurses, is accommodated and members of the clinical team are consulted about the length and scheduling of appointments.

Patients can request to see their preferred general practitioner or member of the health team.

The length of clinical consultations will vary according to individual patient needs. Our aim is to provide enough time for adequate communication between patients and their practitioners to facilitate preventative care, effective record keeping and patient satisfaction. Patients are encouraged to ask for a longer appointment if they think it is necessary.

Our practice endeavours to accommodate patients with urgent medical matters even when fully booked.

All practice team members are trained to have the skills and knowledge to assist patients in determining the most appropriate length and timing of consultations and to recognise and act accordingly for patients with urgent medical matters.

Where possible, information is provided in advance about the cost of healthcare and the potential for out-of-pocket expenses.

We endeavour to respect patients' cultural backgrounds and, where possible, meet their needs including providing privacy for patients and others in distress.