



General Practitioner's Specialist Service
Navigating Treatment Pathways

Customer Service Charter

This important document sets out our commitment to our customers.

*MedHealth Pty Limited offers treating doctors and patients access to a clinical advisory and support service that provides an independent specialist diagnostic and treatment focused review of the patient's injury or illness, including approaches for supporting recovery and improving functional capacity. The **GPS²** Specialist advice may confirm the current medical opinion or offer a fresh and impartial perspective for consideration. This Specialist advice and support service offers clarity, assurance and guidance to both the patient and their treating doctor.*

Who We Are and What We Do

MedHealth Pty Limited is a large national leading provider of specialist opinion and advisory services with over 20 years' experience. MedHealth coordinates the service delivery of a large network of some 350 medical specialists nationally in a range of various specialty types.

Our GPS² Service

GPS² has been established to link treating doctors and patients to a network of highly regarded local Specialists for best care management advice and guidance.

Who Accesses Our Services

Our services can be accessed by the patient and treating doctors who want a specialist opinion service to help guide best practice healthcare management decisions in the most informed and reliable manner.

Our Service Philosophy

Our aim is to offer the highest best practice medical standard of healthcare advice and guidance within the resources available to us. These are essential to make sure that when **GPS²** services are provided, they are of a high quality and enable you (the patient and treating doctor) to make the most reliable and informed healthcare management decisions.

Our Customer Service Principles

1. Safety

- > We will provide appropriate facilities for disabled patients, including access to and within the building.
- > You have the right to bring a support person, or an interpreter (as arranged by your Insurer) to your appointment.
- > You have the right to be provided with the same gender chaperone during any physical examination.

2. Treated with Courtesy and Respect

- > You will be treated with courtesy and your ethnic, cultural and religious practices and beliefs will be respected.
- > You will be listened to and what you have to say will be treated with respect and dignity.
- > All examinations will be provided in surroundings that allow personal privacy.
- > All advice about your best care management will be impartial and objective.

3. Communication and Transparency

- > You will be informed about our services, our processes and your rights in a clear and open way.
- > We will disclose any conflicts of interest and not provide services where there is a known conflict of interest.
- > We will give you access to your personal information if you request it.

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- > We will provide you a clear explanation of your diagnosis, treatment (and any associated risks), and other treatment options available, including any potential benefit or harm.
- > You will be given the opportunity to ask questions.
- > You will be asked for your views about your health.
- > The **GPS²** Specialist will communicate clearly, effectively, respectfully and promptly with the treating doctor and will respect the contribution of the treating doctor.

4. Eligibility and Participation

- > You will be eligible for the **GPS²** service if your work injury claim is accepted or undetermined. If your employer is a self-insured employer, we will seek prior approval before booking an appointment with you.
- > You have a right to participate or withdraw in this service at any time and this will not affect your work injury claim entitlements.
- > The service is at no cost to you or your treating doctor.

5. Confidentiality and access to your medical records

- > We have systems in place to ensure we protect your confidential information in accordance with relevant Australian law.
- > We will not disclose any information about you to any third party without your written consent.
- > We will recognise patients' right to access information contained in their medical records and facilitate access in accordance with the relevant law(s).
- > We will notify you if your medical information has been used or disclosed in a way that is inconsistent with the law.

6. Quality Service

- > We are committed to providing you with the best possible service tailored to your medical needs.
- > We are governed by privacy and discrimination laws and professional codes of conduct.
- > Our services are subject to corporate governance, monitoring and review.
- > Our Service Standards describe the level of service excellence we aim to deliver. These will be measured through client surveys and by monitoring the feedback provided. We will regularly publish feedback results on our website.

7. Professionalism

- > All our services will be conducted with integrity and honesty.
- > The **GPS²** Specialist will:
 - > Keep their knowledge and skills up to date at the required national standards of medical practice;
 - > Provide independent and objective clinical advice placing the best clinical interest of the patient first;
 - > Not be in any way vested in offering impartial advice nor be governed by medico-legal imperatives;
 - > Ensure the recommendations provided are necessary and likely to benefit the patient.
 - > Only accept referrals for conditions within their normal scope of practice;
 - > Maintain appropriate relationships with patients within professional boundaries;
 - > Will exercise duty of care obligations by informing the patient and/or their treating doctor of any discovered unrecognised, serious medical problem during the assessment.
- > Our service will focus on helping you find solutions to your medical problem.

Please Help Us To Help You

1. Keeping appointments

- > Please try to attend your appointment, or tell us as soon as possible if you cannot attend. This way we can offer your cancelled appointment to someone else.
- > Please try to attend your appointment 15 minutes early and let us know in advance if you are going to be unavoidably delayed.

2. Provide accurate information

- > To help our specialists provide you with appropriate advice and guidance regarding your healthcare management, it is important to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, treatment you are receiving or medication you are taking (even if not prescribed by your doctor), and any other relevant information.