



GISBORNE
FAMILY DENTAL

CHARTER OF PATIENT RIGHTS

As a patient of Gisborne Family Dental, I have a right to:

- **ACCESS**: dental services & treatment that meets my needs
- **SAFETY**: to feel safe when receiving dental care, and feel confident that I am receiving high quality dental care in accordance with national standards
- **OPEN DISCLOSURE**: in the unlikely event of an adverse event, I will be told about how it happened, how it may affect me, and what is being done to rectify the issue
- **RESPECT**: to be valued as an individual, and receive dental care in a manner that is respectful of my culture, beliefs, values and personal characteristics.
- **PARTNERSHIP**: to be able to ask questions, and be involved in informed decision-making about my dental treatment, in collaboration with my dentist
- **INFORMATION**: receive information about my dental conditions, the risks & benefits of treatment options available to me, as well as the costs involved. I can request access to my dental record, and be given assistance, if I need it, to better understand my health conditions
- **PRIVACY**: my privacy will be respected, and my personal information and dental records will be kept confidential, and stored securely.
- **GIVE FEEDBACK**: provide honest feedback without jeopardising the way I am treated by the practice, and have any concerns acknowledged and addressed in a timely manner