



## Practice Information Sheet

It is important that written information about the Practice is accessible to patients as it informs patients about the range of services provided by the Practice, its billing procedures and its arrangements for care within and outside normal opening hours.

### RACGP Standards

- 1.2.1A** *Our practice information sheet is available to patients and contain at a minimum:*
- names of GP(s)
  - names of clinical staff working in our practice
  - our practice address and telephone numbers
  - our consulting hours and arrangements and contact details for after hours care.

### Assessment methods

- Document review of practice information sheet

Surveyors will look for and if necessary ask for an information sheet to verify the essential items are included.

- Interviews with practitioners and support staff

### Meeting the standards

The information sheet may be photocopied, typed or electronically generated and must include the names of each GP providing clinical care in the Practice, names of clinical staff (subject to their consent), the Practice address and contact numbers, consulting hours and the arrangements and contact details for after hours care.

It is ideal that other information also be provided including: how patients may obtain longer consultations, the practice policy on receiving and returning telephone calls, arrangements for home and other visits, the means by which patients are alerted to the process for follow up of results, costs of consultations and the Practice policy on the use of patient health information.

The Practice must ensure that alternative ways are provided for patients who are unable to read or understand the practice information sheet. It is appropriate to make written information available in the most common languages used by the practice population.