

## PRIVACY, DIGNITY & CONFIDENTIALITY POLICY

We will:

Treat clients politely and with respect, in recognition of their dignity and rights as individuals.

Recognise and promote clients responsibility for making decisions about their bodies, their priorities and their care, making sure we do not take any steps without clients consent (permission).

Treat clients fairly and in line with the law. Promote equal opportunities for all clients. Not discriminate against clients or groups because of their sex, age, race, ethnic origin, nationality, special needs or disability, sexuality, health, lifestyle, beliefs or any other irrelevant consideration.

Listen to clients and give them the information they need, in a way they can use, so that they can make decisions. This will include:

Communicating effectively with clients

Explaining options (including risks and benefits) and

Giving full information on proposed treatment and possible costs.

Maintain appropriate boundaries in the relationships we have with clients and not abuse these relationships.

Treat information about clients as confidential and only use it for the purposes for which it is given.

Prevent information from being accidentally revealed and prevent unauthorized access by keeping information secure at all times.

Cooperate with other team members and colleagues and respect their role in caring for clients.

Treat all team members and other colleagues fairly and in line with the law. Do not discriminate against them

Communicate effectively and share our knowledge and skills with other team members and colleagues as necessary in the interests of clients. In all dealings with other team members and colleagues, make the interests of the clients our first priority.

If you have concerns about another professional who is not conforming to the above standards, please discuss the matter with Mr Dillon Chan, who is the nominated person in this practice to ensure that the interests of the clients are our first priority.