POLICY and PROCEDURE

Title: Clinic Code of Conduct
Area: Clinic
Date Reviewed: August 2012

Purpose:
- The clinic staff and students shall behave in a manner that is consistent and professional at all times. The code of conduct is to ensure that the same level of respect is applicable for all who enter the clinic.

Policy:
- Staff and students shall behave in accordance with University Policy which sets down minimum standards and obligations expected. This policy shall be read in conjunction with the University Policy.

Procedure:
- Staff and students shall greet patients / clients with a smile and welcome.
- Staff and students shall acknowledge patients / clients waiting.
- Patients / clients shall be treated with respect at all times.
- Phones shall be answered with a “smile in your voice”.
- Staff and students shall be oriented with the SCU Health Clinic Orientation and induction process.

YOUR PERSONAL SAFETY SHALL BE THE PRIORITY AT ALL TIMES

Related Legislation:
- Infection Control AS4187
- OHS Act 2000
- National Safety & Quality and Health Service Standards
- Privacy & Personal Information Act 1998
- Health Records & Information Privacy Act 2002

Reference / Consulting Body:
- Clinic Management Committee
- Clinical Governance Board

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