



Emerald Medical Centre Lane Cove
ABN: 84 825 932 622
Shop 1, 90 Longueville Road, Lane Cove NSW 2066
Tel : 94200222 Fax : 94200333



Complaints Policy

Purpose

At Emerald Medical Centre, we understand that healthcare is a personal and sensitive matter. We recognize that our patients entrust us with their well-being, and we are committed to providing high-quality care and maintaining a positive patient experience.

We acknowledge that, despite our best efforts, there may be occasions when our patients would like to express their concerns about a service or experience at our practice.

Our Complaints Policy has been designed with empathy and understanding to ensure that any concerns are handled fairly, respectfully, and efficiently. We encourage patients to share their feedback, and we commit to taking every complaint seriously, treating all parties involved with dignity and respect.

Scope

This policy applies to all patients, staff, and visitors at Emerald Medical Centre, and it covers quality of care and treatment, staff professionalism, facility conditions, billing issues, waiting time and scheduling.

Lodging a Complaint

You can submit a letter of complaint via post or email. In this letter, please include:

- The nature of your complaint
- Your name and relevant contact details
- The name(s) of the individual(s) involved
- The date and approximate time of when the incident occurred
- Your ideas about how would you like us to help you, or how we could ensure such as incident is not repeated in the future

Send your letter to:

Emerald Medical Centre
1/90 Longueville Road
Lane Cove, NSW 2066



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Or alternatively you can email it to:
emclanecove@gmail.com

Complaints Process

After submitting your complaint you should expect:

a. Acknowledgement:

We will acknowledge receipt of the complaint within two (2) business days.

b. Investigation:

The Practice Manager will conduct a thorough and impartial investigation, which may involve interviewing relevant staff and reviewing relevant records. Proper documentation of the investigation will be maintained.

c. Resolution:

The Practice Manager will attempt to resolve the complaint within thirty (30) business days from the date of receipt. If further time is required, the complainant will be informed of the delay and provided with an updated timeframe.

d. Communication:

The Practice Manager will communicate the outcome of the investigation, including any actions taken or planned, to the complainant in writing.

Escalation

If you are not satisfied with the outcome you can refer your complaint to:

The National Health Care Complaints Commission
Locked Bag 18, Strawberry Hills NSW 2012
T: 1800 043 159
E: hccc@hccc.nsw.gov.au
W: <http://www.hccc.nsw.gov.au>

Confidentiality

All complaints will be treated with confidentiality and in accordance with the Australian Privacy Principles. Personal information will only be used for the purpose of investigating and resolving the complaint.



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Continuous Improvement

We will use the lessons learned from complaints to improve our services and reduce the likelihood of similar issues arising in the future. We will regularly review and update this policy to ensure its effectiveness. This includes:

a. Staff Training:

All staff will receive training on the complaints policy and procedures, ensuring they are equipped to handle complaints appropriately.

b. Record Keeping:

Proper documentation of complaints, investigations, and resolutions will be maintained to facilitate ongoing monitoring and improvement.

c. Internal Review and Monitoring:

Regular audits or reviews of complaints data will be conducted to identify trends, areas for improvement, and opportunities to enhance patient care.

d. Patient Feedback:

Complainants will be encouraged to provide feedback on their experience with the complaints process to help identify areas for improvement and ensure the process remains patient-centered and effective.