

## Patient Information



ELITE PERIO  
IMPLANT AND PERIODONTAL CENTRE

## WELCOME TO ELITE PERIO

Elite Perio is a specialist periodontal dental centre exclusively providing dental implants and gum disease treatment. All our specialists have undertaken an extra three years training and are registered with the Dental Board of Australia as Periodontists.

*You can expect the following from Elite Perio:*

- Our staff will treat you with respect and be professional at all times
- Written treatment protocols and cost
- We will answer all your questions as soon as possible, if we can not answer a question we will direct you to someone who can.
- You will receive the latest scientifically proven treatment available
- We always endeavour to run to time. However sometimes unforeseen circumstances occur and we appreciate your patience.

*As a patient of Elite Perio we have a few expectations from you:*

- That you treat our staff with respect
- Be punctual for appointments
- Pay your account
- Respect other patients in the waiting room.



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## **PRIVACY POLICY**

The privacy of your personal information has always been important to us. We are committed to protecting your personal information and respecting your right to privacy. Elite Perio is bound by the National Privacy Principles in the Privacy Act 1988 (Commonwealth). Within our practice our staff are trained to respect your privacy in accordance with our standards, policies and procedures. Our privacy policies are reviewed on a regular basis.

### **ABOUT OUR PRIVACY POLICY**

This Privacy Policy outlines how Elite Perio will manage your personal information. It also describes generally the sorts of personal information held and for what purposes, and how that information is collected, held, used and disclosed. Our Privacy Policy applies to all your dealings with us.

### **COLLECTING YOUR PERSONAL INFORMATION**

Elite Perio usually collects information directly from our patients, carers or guardians. The information collected may include your name, postal or email address, date of birth, health fund membership, health information or other information we consider necessary.

In certain cases we collect your personal information from third parties. For example, we may collect information about your health and treatment from other health care professionals such as specialists or general medical practitioners.

### **USING AND DISCLOSING YOUR PERSONAL INFORMATION**

At our dental practice we use health information for the purpose of providing you with healthcare. We only use your information for other purposes if you have consented, you would reasonably expect your information to be used for that purpose your information is required or authorised by law.



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## RESOLVING YOUR PRIVACY ISSUES

If you would like to discuss any issues about our Privacy Policy, then you are able to do so a number of ways:

- You are always welcome to speak directly to our staff and they will do their best to resolve your issue.
- Talk to your treating Periodontist
- Contact the practice principle owner or practice manager. Practice contact details are located on our website. If your issues are not resolved to your satisfaction via a phone conversation please write and let us know.

If investigation is required we will keep you advised of progress. If staff are unable to re-solve the matter, it will be escalated as appropriate to facilitate resolution. For more information about privacy in general, you can visit the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au)



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## **KEEPING YOUR PERSONAL INFORMATION ACCURATE AND UP-TO-DATE**

We aim to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. We will take reasonable steps to make sure this is the case. This way we can provide you with better healthcare. It is important that you notify us about any changes to your medical or health information. Health information would include medica-tions and natural alternatives.

If you do not provide us with this information the conse-quence may include (but not be limited to):

- We may not be able to provide best care;
- You may suffer harm or other adverse outcomes.



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## **RECALLS OR PATIENT INFORMATION SOURCES**

We may use or disclose your personal information to let you know about, and develop, products and services from the Elite Perio that might better serve your needs. For example, we usually send out “patient reminder notices”. You can contact us at any time if you no longer wish us to do so

## **FEEDBACK**

Elite Perio takes customer service seriously and we welcome feedback. If you would like to make a compliment or, if you feel there is something we could be doing better please, fill in our feedback form on the back page of this brochure and hand it in at front desk.



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## **PROTECTING YOUR PERSONAL INFORMATION**

At Elite Perio we keep hard copy and electronic records of patient's personal information. The security of your personal information is important to us and we take reasonable steps to protect it from misuse and loss and unauthorised access, modification or disclosure. Some of the ways we do this are:

- Confidentiality requirements for our employees;
- Document storage security policies
- Security measures for systems access
- Offering a discreet environment for confidential discussions within dental clinics
- Only allowing transfer of personal information where the individual seeking access has given written consent
- Access control for our buildings.



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## INFECTION CONTROL

The passing of infection between people is known as cross-infection. The risk of cross-infection in health-care facilities can be reduced, but this risk can never be completely eliminated.

At Elite Perio we take enormous pride in our high standard of cross-infection control. We have evidence-based protocols in place to minimise the risk of cross-infection in each area of the practice, and we regularly review and update our protocols to protect you and our team members .

*During your visits you will notice:*

- Frequent hand hygiene in the clinical areas
- Use of gloves, protective clothing and eye protection in the clinical areas
- Barrier techniques such as disposable plastic covers on dental light handles

*You probably won't see what goes on behind the scenes, for instance:*

- Use of disposable rather than re-usable items wherever possible
- All re-usable items are sterilised after every use
- Our sterilisers are tested daily
- Regular staff infection control training

As you can see, at Elite Perio we work hard to keep you and ourselves safe.



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## PATIENT FEEDBACK FORM

At Elite Perio, we are constantly striving to provide excellent service and would value your feedback. Do you have a compliment or is there something you think we can improve on?

**Please complete the following and hand in to the front desk**

Who did you see? (Please circle)	Dr Syed	Dr Oakley	Hygienist	
How would you rate the treatment you received?	Poor	Average	Good	Elite
How would you rate the overall experience?	Poor	Average	Good	Elite
Would you recommend Elite Perio to family or friends?	Yes	or	No	

Any other comments?

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