
Patient Code of Conduct

We are dedicated to providing a supportive, respectful and safe environment for our patients, whānau, visitors, and staff.

Our Code of Conduct highlights what we ask of patients and visitors when engaging with our services.

By using our services, attending an appointment, or interacting with our staff, we ask that you follow the expectations below.

What You Can Expect From Queen Street Doctors

We will:

- Treat you with respect, dignity and courtesy
- Listen to your concerns and communicate clearly and honestly
- Respect your privacy and confidentiality
- Provide care that meets appropriate professional standards
- Support you to understand your care and make informed decisions
- Provide healthcare that is culturally safe, inclusive, and welcoming
- Work in partnership with you to support your wellbeing

Your rights are protected under the Code of Health and Disability Services Consumers' Rights.

What We Ask of Patients and Visitors

To help us provide a safe and effective care, we expect that all patients and visitors:

Be respectful

- Treat all staff and other patients, and whanau with kindness, courtesy and consideration
- Use respectful language and behaviour, including on phone calls, emails, and online conversations
- Use language that is safe, inclusive, and non-discriminatory

Communicate honestly

- Provide accurate and complete information about your health, medications, and concerns
- Let us know if you do not understand information or need clarification

Follow our processes

- Arrive on time for appointments or let us know if you cannot attend your appointment
- Respect our policies, including those relating to infection control, privacy, and payment
- Follow reasonable instructions from staff to support your care and safety

Work with us

- Understand that abusive, threatening, or aggressive behaviour makes it difficult for us to provide safe care
- Raise concerns or complaints through appropriate channels so they can be addressed properly. Please see our complaints section below for information on how to raise a complaint.

Prompt payment

- We will take payment before a patient's appointment if it is their first time seeing a doctor
- We ask all patients to pay at the time of their appointment
- If they are unable to pay at the time of the appointment, a payment plan is discussed with the team.

For further information, please refer to our 'Patient Credit Terms and Conditions of Trade'.

Unacceptable Behaviour

We do not tolerate behaviour that puts others at risk or causes distress, including:

- Physical aggression, violence, or threatening gestures
- Verbal abuse, abusive language, shouting, intimidation or harassment
- Damage to property or theft
- Refusal to comply with reasonable requests intended to ensure safety or care quality
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexuality
- Bringing weapons of any kind onto the premises
- Physical assault, arson or inflicting bodily harm
- Repeated missed appointments without notice, which impacts access for other patients
- Significant outstanding balance owing to the practice with no payment plan in place
- Contacting staff outside of the business setting. This includes on social media

This includes behaviour towards staff, other patients, or visitors, whether in person, by phone, email, or online.

If These Expectations Are Not Met

If behaviour is unsafe or inappropriate, we may:

- Ask for the behaviour to stop
- Modify how or where care is provided
- End an interaction or appointment early
- Restrict non-urgent services where necessary
- Provide you with a verbal or written warning regarding your behaviour
- Involve security and/or the police

Any action taken will be proportionate and aimed at ensuring the safety and wellbeing of everyone involved.

Continued Unacceptable Behaviour

If you continue to display unacceptable behaviour toward staff, other patients, whānau or visitors, whether in person, by phone, email, or online, then we may elect to escalate our concerns at our discretion. This is likely to include a formal, written warning regarding your behaviour, and if the behaviour continues even after that warning then we reserve the right to end your relationship with Queen Street Doctors. Should this occur, you will no longer be able to enrol with us.

If Something Doesn't Feel Right

Please talk with us — your voice matters, and we welcome feedback to help us provide the best possible care.