

Purpose	The policy will advise the practice team of their responsibilities in ensuring that the practice facilities are of a high standard and accommodate the needs of both patients and staff.
Scope	The policy applies to the practice team.
Policy	<p>The practice facilities must meet the comfort, safety and privacy needs of the patients.</p> <p>The Practice Manager will provide training in privacy and confidentiality for front desk staff so that all staff are aware of and take all precautions in obtaining confidential identifiable information in the public area.</p> <p>The practice patients and their family/whanau will be assured that the practice team members will be discreet to ensure that their personal and medical information is not able to be identified.</p> <p>All practice staff will be aware of and respect privacy issues regarding access to information by third parties, e.g interpreters, relatives, medical or nursing students on placement.</p> <p>Patients have the right to visual and auditory privacy during consultations or when any personal health information is being conveyed.</p> <p>The practice waiting room will be warm, comfortable and have adequate space, seating, lighting and ventilation, preferably away from foot traffic area and doors.</p> <p>There must also be adequate space to manoeuvre wheelchairs, push chairs and walking frames.</p> <p>The practice will have seats available in a range of chair heights and include elevated seating with arms to assist patients with disabilities to be safe and independent.</p> <p>The practice will have a toilet with mobility access on site.</p> <p>To meet the Health and Safety infection control standards there will be facilities for hand hygiene in all patient contact areas and toilets.</p> <p>The Practice Team are responsible to ensure that each consultation room has adequate space, ventilation and lighting that supports safe and effective clinical practice.</p> <p>Examination couches must be accessible and safe for patients with disabilities, or the frail elderly. They should be at a safe height and have a means of access-portable steps, hydraulic</p> <p>The practice Team has a responsibility to be aware of and check for hazards in all areas of the practice environment. In particular the team will check for cords, foot stools in access way, safety plugs. The regular Health and Safety hazard identification check will ensure that hazards are eliminated, minimised, or isolated.</p> <p>The practice will have information posted in the waiting room that advises</p>

patients of their right to a mutually acceptable third party to be present during internal/ intimate examinations.

Resources

- Code of Health and Disability Services Consumers' Rights 1996- www.hdc.org.nz
- Standards New Zealand NZS 4121:2001-design of access and mobility – www.standards.co.nz
- Standards of New Zealand AS/NZS 4815:2006 Office based health care facilities- www.standards.co.nz
- Department of Building and Housing Barrier free New Zealand Trust- www.dbh.govt.nz

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Authorised: Carol Ennis	Signature
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