

## Patient's Charter



Global  
Diagnostics

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	What you can expect	What you can do to help
Access	Our services are organised to ensure equity of access for all our patients, regardless of the type or time of service. If we have to cancel your appointment, we will give you a new priority appointment. You will be given assistance, in a medical emergency, to be transferred immediately to hospital if required.	Keep appointments and let us know if you cannot attend. Let us know if you have any special needs, such as alternative methods of communication.
Safety	We will provide services with competence, skill and care in a clean and safe environment, delivered by trusted professionals. You may have a chaperone present when undergoing an examination. You may be accompanied by a person of your choosing.	Support us to deliver safe and effective services. For example, if you think that a member of our healthcare team has forgotten to wash their hands, give them a gentle reminder.
Courtesy & Respect	We will treat you with courtesy, dignity, respect and compassion, regardless of your age, situation or condition. We respect diversity of culture, beliefs and values, in line with clinical decision making.	Treat staff and other patients with dignity, respect and consideration.
Privacy	We will do our best to ensure that you have adequate personal space and privacy when you use our services.	Support our services to safeguard other patients' privacy and personal space.
Information	We will listen carefully and communicate openly and honestly, clearly informing you about your treatment or procedure, including any risks or alternatives. You may request details of your medical records be made available to you.	Help us to promote clear communication and information. If there is something that you do not understand, let us know so that we may explain it better.
Consent	We will ask you for implied, verbal or written consent as necessary, depending on the treatment you are receiving.	Support us in the consenting process by listening carefully and asking questions if you do not understand.
Second Opinion	You may request a second opinion, either here or by a referral to another health care facility.	Discuss your concerns with the clinician who is treating you.
Confidentiality / Purpose	We will keep your personal information and medical records confidential. We will only collect information relevant to your care and will only use it for that purpose, unless you agree we can use it for any other purpose.	Discuss with us any concerns you may have.
Teaching / Research	You may refuse to participate in the teaching of health care students by our staff.	Let us know if you do not wish to have a student at your consultation or treatment.
Discharge	When you are discharged from our care, we will if you wish inform your family doctor of the nature of your condition and any results.	Let us know if you do not wish your information to be sent to your doctor.
Complaints & Comments	We welcome your complaints or feedback about our care and services, including commendations. We will investigate your complaints and work to address your concerns.	Your feedback matters – tell us about your experience so that we can learn from it and have any concerns addressed.