

*Everything in your clinic
will have its place.*



There will be a **register** (list) of who attends, and patient records for everyone who is helped at the clinic every day.

There will be a **place for you to wait** and a **private place** where you can see the health care worker. There will be a **place for treating** people who are hurt or sick straight away.

Sheets, towels and cleaning materials will be **stored away**. There will be a **place to clean** laundry and equipment. Rubbish will be taken away regularly. Medical waste – like used needles and bloody bandages – will be safely taken away so that it can't hurt or infect others.

Medicines and equipment

Your clinic will have the **equipment** it needs to check your body, and to help you in an **emergency**. The equipment will be working properly.

Your clinic will have the **medicines** and **vaccines** on the Essential Drugs List. This is the list of quality medicines the Department of Health says clinics should use to help you get better or prevent illness.

Medicines and vaccines will be **locked away**, or **stored in a fridge**, until they are needed. There will be a plan to make sure that medicines are never out of stock.



Your visit to the clinic

The clinic staff will **greet** you. They will show you what to do or where to wait. If this does not happen, **ask** someone with a nametag for help. You will see the health care worker **in private**. Everything you say is **confidential**. We will not say anything about your health to anyone unless you say we can.

At Reception

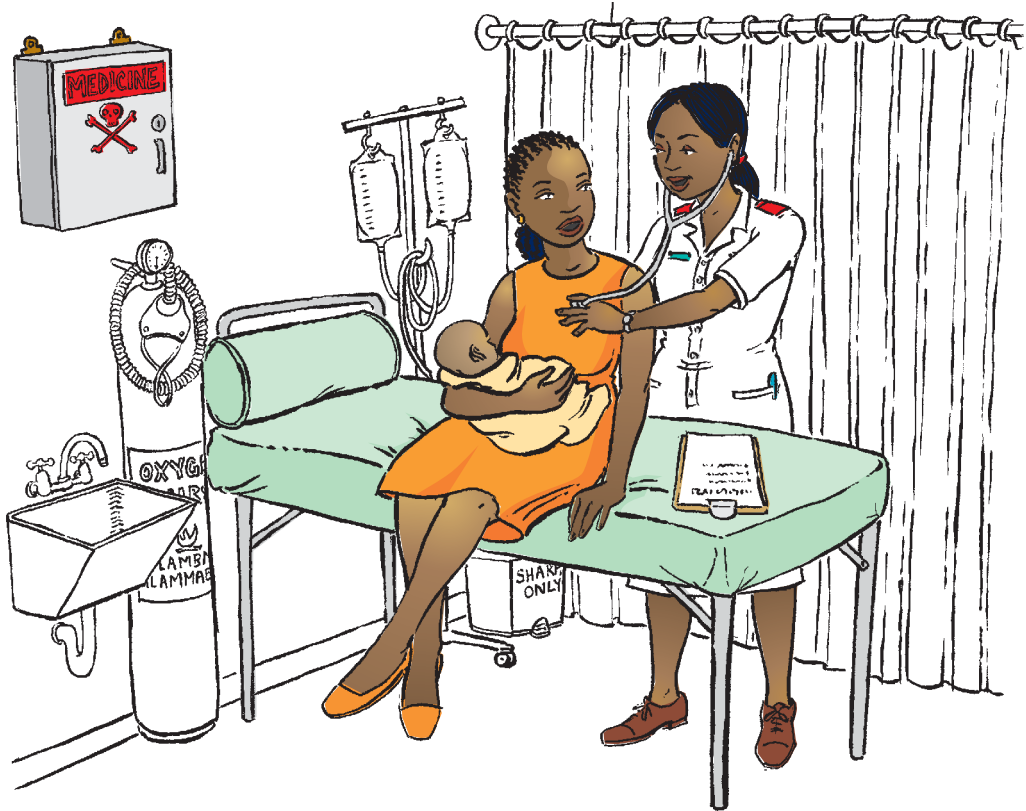


On your first visit, we will ask you for your name and address and give you a Patient Card. Keep this patient card safe and bring it with you every time you come to a clinic or hospital.



EMERGENCIES
In an emergency, you will be seen and treated straight away. If necessary, the clinic will arrange for you to be sent immediately to a hospital for further treatment.

The Examination



We ask you questions and take a **case history** so we can understand what is wrong. You need to help by telling us as much as you can. We also **examine** (check) your body.

The case history and examination help us **diagnose** (find) your health problem.

We write down everything on your health card so that we can keep a **proper record** of your health care.