

The Martock Dental Practice



Practice Rules

The principles of confidentiality give rise to a number of practice rules that everyone in the practice must observe:

- Records are kept in a secure location where it is not possible for other patients or individuals to access them
- Identifiable information about patients is not discussed with anyone outside of the practice including relatives
- A school will not be given information about whether a child attended for an appointment on a particular day. It would be suggested that the child is asked to obtain the dentist's signature on his or her appointment card to signify attendance
- Any demonstrations of the practice's administrative/computer system will not involve actual patient information
- When talking to a patient on the telephone or in person in a public area care will be taken that sensitive information is not overheard by other patients
- We do not provide information about a patient's appointment record to a patient's employer
- Messages about a patient's care will never be left with third parties or left on answering machines. A message to call the practice is all that will be left
- Recall cards and other personal information is always sent in an envelope
- Disclosure of appointment books, record cards or other information should not be made to police officers or inland revenue officials unless upon the instructions of the dentist
- Patients are not able to see information contained on our computer screens or day lists
- Discussions about patients are never taken place in public areas

Produced 24th January 2018

Address: 13 Church Street, Martock, Somerset, TA12-6JL

Tel: 01935 823040

Email: reception@martockdental.co.uk