**NOTE TO PATIENTS WISHING TO REGISTER WITH CALEDONIA MEDICAL PRACTICE.**

**APPOINTMENT SYSTEM**

The Caledonia Medical Practice operates a TRIAGE telephone system whereby a patient telephones the practice, selects the appropriate option, a telephone appointment is allocated. Patients will receive a telephone call on the day. This should be done if you require an appointment with a GP or you wish a sick line.

Patients are placed in a queue and the length of time you have to wait will vary depending on the demand. The GP will determine the most appropriate clinician to deal with your appointment.

A specific clinician or specific times are accommodated but can result in a longer wait for your appointment.

You require a touch tone phone, or if you have a mobile you must ensure that you have enough credit to make the call.

**DIAZEPAM POLICY**

The Practice will only prescribe 2mg strength Diazepam and only for a very limited period of time due to its addictive nature. Longer term prescriptions are issued if you are under the supervision of a consultant or psychiatrist.

**HYPNOTIC POLICY**

The Practice does not prescribe long term hypnotics unless this is under the supervision of psychiatry. Alternative non addictive sedation may be offered as an alternative if it is felt appropriate.

**ZERO TOLERANCY POLICY**

The Practice operates a Zero Tolerance Policy to any form of abuse – verbal or physical – to any member of staff and this will result in removal from the Practice.

**REGISTRATION PROCESS**

Before registering we will ask for proof of identification and address. Forms of identification can include a utility bill dated within the last 3 months, a driving licence, a passport or any other document which shows your date of birth and address. We will take a copy of these items for your personal record and to assist Lanarkshire Health Board should they have any queries with your registration. Any documentation will be held in the strictest confidence and destroyed once you have been fully registered. If you feel this system would not suit your requirements the please reconsider completing the registration process.

Please sign if you agree to follow

our process/policies ……………………………..