



PRIJORITY HEALTHCARE

PATIENT WELCOME PACK

Welcome to Prijorita' Healthcare

Thank you for choosing Prijorita' Healthcare.

We are committed to providing compassionate, evidence-based and person-centred mental healthcare in a safe, respectful and confidential environment. Our multidisciplinary team is dedicated to supporting you throughout your treatment journey.

This Welcome Pack has been designed to provide you with important information about our services, clinic procedures, your rights and responsibilities as a patient, and how we collect and process your personal information.

Please read this document carefully before signing the acknowledgement at the end.

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1. Our Commitment to You

At Prijorita' Healthcare we are committed to:

- Treating every patient with dignity, compassion and respect.
- Providing safe, ethical and evidence-based care.
- Respecting your privacy and confidentiality.
- Working collaboratively with you in decisions regarding your care.
- Maintaining the highest professional and ethical standards.

2. Patient Rights

As a patient you have the right to:

- Be treated with dignity and respect.
- Receive care free from discrimination.
- Have your privacy and confidentiality protected.
- Be involved in decisions regarding your treatment.
- Ask questions regarding your care.
- Request access to your personal data in accordance with GDPR.
- Raise concerns or complaints without fear of discrimination.

3. Patient Responsibilities

To help us provide the best possible care, patients are expected to:

- Treat all staff and other patients respectfully.
- Attend appointments on time.
- Provide accurate medical and personal information.
- Inform us promptly of any changes to contact details.
- Give adequate notice if unable to attend an appointment.
- Follow agreed treatment plans where appropriate.
- Settle outstanding fees in accordance with clinic policies.

4. Appointments

Appointments are scheduled for a specific duration based on your clinical needs.

If you anticipate requiring additional time, please inform our administrative team before your appointment so that a longer consultation can be arranged where possible.

Consultations extending beyond the allocated appointment time may incur additional fees.

5. Fees & Payment

Consultation fees are payable on the day of your appointment unless otherwise agreed.

Outstanding balances may need to be settled before further non-urgent appointments are confirmed.

An up-to-date fee schedule is available from Reception upon request.

6. Additional Chargeable Services

The standard consultation fee does not include services such as:

- Medical reports
 - Insurance reports
 - Court reports
 - Legal reports
 - Employment reports
 - School or university reports
 - Disability documentation
 - Letters requested outside consultations
 - Completion of forms
 - Repeat prescriptions outside consultations (where appropriate)
 - Telephone advice outside scheduled appointments
 - Extended consultations
 - Review of extensive documentation submitted outside appointments
- Fees for these services are available upon request.

7. Medical Reports

Medical reports require careful review and preparation.
Please allow adequate notice when requesting reports.
Urgent requests cannot always be accommodated.

8. Prescription Requests

Repeat prescription requests should be submitted with reasonable notice.

Certain medications require review appointments before prescriptions can be issued.

Prescription requests outside scheduled consultations may incur an administrative fee.

9. Cancellation & Missed Appointments

Patients should provide at least 24 hours' notice if unable to attend an appointment.

Late cancellations and missed appointments may incur the applicable cancellation fee.

Repeated missed appointments may result in discharge from the practice where clinically appropriate.

10. Confidentiality

Your information will remain confidential except where:

- You provide consent for disclosure.
 - Disclosure is required by law.
 - There is a serious risk of harm to yourself or another person.
- Safeguarding obligations apply.

11. Privacy Notice (GDPR)

Prijorita' Healthcare processes personal and health information in accordance with the General Data Protection Regulation (GDPR) and applicable Maltese legislation.

Your information is collected to:

Provide healthcare.

Arrange appointments.

Maintain medical records.

Process payments.

Communicate regarding your care.

Meet legal and regulatory obligations.

Your information is securely stored and only accessed by authorised personnel.

You have the right to:

Access your records.

Request correction of inaccurate information.

Request restriction of processing where applicable.

Lodge a complaint with the Office of the Information and Data Protection Commissioner.

12. Communication with Other Healthcare Professionals

With your consent, your clinician may communicate with your GP or other healthcare professionals involved in your care to support safe and coordinated treatment.

Where disclosure is legally required or necessary to prevent serious harm, information may be shared without consent where permitted by law.

13. Telepsychiatry & Telephone Consultations

Remote consultations are subject to the same professional standards, confidentiality obligations, fees and cancellation policies as face-to-face appointments.

Patients are responsible for ensuring they are in a private environment and have an appropriate telephone or internet connection.

14. Electronic Communication

By providing your contact details you consent to receiving appointment reminders and administrative communications by telephone, SMS or email.

Clinical advice will generally not be provided via email or text message.

15. Interpreter Policy

Patients requiring interpretation services are encouraged to arrange a suitably qualified interpreter.

Where a family member or friend acts as an interpreter, Prijorita' Healthcare cannot accept responsibility for inaccuracies in interpretation.

16. Chaperone Policy

Patients may request a chaperone at any time.

Clinicians may also request that a chaperone be present where appropriate.

17. Recording of Consultations

Audio, video or photographic recording of consultations is not permitted without the prior consent of the treating clinician.

Likewise, clinicians will not record consultations without your knowledge and consent unless required or permitted by law.

18. Outstanding Fees

Prijorita' Healthcare reserves the right to postpone non-urgent appointments where outstanding fees remain unpaid.

19. Zero Tolerance Policy

We are committed to providing a safe and respectful environment.

Aggressive, abusive, threatening or discriminatory behaviour towards staff or other patients will not be tolerated and may result in termination of the consultation, discharge from the practice and/or referral to the appropriate authorities.

20. Emergencies & Crisis Support

Prijorita' Healthcare is not a 24-hour emergency or crisis service.

If you believe you or another person is at immediate risk, please contact:

Emergency Services: 112

Mental Health Helpline: 1579

or attend the nearest Accident & Emergency Department.

21. Compliments, Concerns & Complaints

We value patient feedback and are committed to continuous improvement.

If you have a compliment, concern or complaint, please contact our Practice Manager or Administration Team. We will acknowledge your concerns promptly and investigate them fairly, confidentially and respectfully.

22. Patient Declaration & Consent

- ☐ I confirm that I have read and understood this Patient Welcome Pack and have had the opportunity to ask questions.
- ☐ I acknowledge and agree to the administrative policies of Priorita' Healthcare, including appointment scheduling, fees, cancellation procedures, privacy practices and communication processes.
- ☐ I consent to the collection, use, storage and processing of my personal and special category (health) data for the purpose of providing healthcare services, in accordance with the General Data Protection Regulation (GDPR) and applicable Maltese legislation.
- ☐ I understand that additional services, including reports, letters, prescription requests outside consultations and extended consultations, may incur additional charges.
- ☐ I acknowledge that Priorita' Healthcare is not an emergency or crisis service and understand how to access emergency support if required.

Patient Details

Patient Name:		Date of Birth:	
ID / Passport Number:		Address:	
Telephone:		Email:	

Signature

Patient / Legal Guardian:	
Signature:	
Date:	

Priorita' Healthcare Representative

Name:	
Signature:	
Date:	