

	DOCUMENT NAME	DOCUMENT NUMBER
	DISPLAY AND COMMUNICATION OF SERVICES OFFERED	

VERSION	1	
COMPILED BY		DATE 07/2025
AUTHORIZED BY		
NEXT REVISION DATE		07/2027

1. PURPOSE & SCOPE

To ensure that users are informed of the services offered by the practice in an accessible and transparent manner

This SOP applies to all areas of the practice where patients or visitors may access information, including foyers, entrances, and waiting rooms.

2. RESPONSIBILITIES

<u>Job description of person responsible</u>	<u>Duties</u>
Front desk staff must ensure brochures/pamphlets are stocked.	
Practice Manager must ensure posters or notices are current and reviewed quarterly	
All healthcare providers should be aware of services and refer patients appropriately.	

3. LEGAL & QUALITY COMPLIANCE REFERENCES

- National Core Standards for Health Establishments
- Patient Rights Charter
- Ideal Clinic Realisation and Maintenance Framework

4. PROCEDURE

4.1. Identification of Services

Document and regularly review the full list of services offered, which may include:

- Management of minor ailments
- Minor surgical procedures
- Chronic disease management
- Travel health services
- Reproductive health services
- SONAR (ultrasound) services

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- Immunizations
- Health screenings
- Referrals

4.2. Methods of Communication

Choose one or more of the following, ensuring it is always current and accessible:

- Wall-mounted poster or board at the entrance or waiting room
- Printed pamphlets or brochures available in reception
- Digital display (if applicable) in waiting area
- Website notice and QR code in visible area linking to service details
- Manual listing at the reception desk available upon request

4.3. Accessibility

Ensure that the display:

- Is visible and readable at patient eye-level
- Is available in at least English and one other commonly spoken local language
- Is updated whenever services change or annually, whichever comes first

5. INTERNAL SUPPORTING DOCUMENTATION

Document	Number	Retention period	Location

6. ATTACHMENT

Sample Poster Content (Display Example)

(You may print this and post it at your entrance or waiting area.)

SERVICES PROVIDED AT THIS PRACTICE

Welcome to [Practice Name] – We are committed to your health.

We offer the following services:

-  Management of minor illnesses and injuries

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-  Chronic disease care (e.g., diabetes, hypertension)
-  Minor surgical procedures
-  Reproductive health services (e.g., contraception, Pap smears)
-  Travel vaccinations and health advice
-  Ultrasound (SONAR) scans
-  Preventative screenings and wellness checks
-  Referrals to specialists when required

 For more details, ask reception or visit our website: [Insert URL]

 Contact us at: [Insert Phone Number]

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Receipt Acknowledgement for this SOP

I have read and been informed about the content, requirements, and expectations of this policy for this practice. I understand that if I have questions, at any time, regarding this policy, I will consult with my immediate supervisor or my Human Resources staff members. Please read the policy/procedure carefully to ensure that you understand the policy/procedure before signing this document.

Employee Signature	Employee Printed Name	DATE	Employee Signature	Employee Printed Name	DATE