



PO Box 1614, Wollongong DC NSW 2500

STANDARDS OF PRACTICE

THE AUSTRALIAN REGISTER OF HOMOEOPATHS LIMITED
A company limited by guarantee not having a share capital

ABN 69 088 314 818

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INTRODUCTION

1. It is the duty of every registered homoeopath:
 - a. To comply with the provisions of these Standards of Practice and to take reasonable care to ensure that partners, associates or employees do not commit any act or omission, which would be in breach of the Standards of Practice
 - b. To abide by the Register's Code of Professional Conduct
 - c. To be competent and diligent in all professional activities
 - d. To maintain confidentiality of patient's affairs
 - e. To pay all fees levied by the Register when due.

INTERPRETATION

2. In these Standards of Practice:
 - a. 'Register' means the Australian Register of Homoeopaths Ltd.
 - b. 'Regulation' means a regulation of the Register made in accordance with the Articles of the Register.
 - c. 'Registrant' means any person who is recorded in the books of the Register as:
 - i. a practising homoeopath; or
 - ii. being on leave of absence.
 - d. 'Standards of Practice' means the Regulations set out in this document, and as altered from time to time by the AROH Board.
 - e. 'Competency Standard' means the skills identified as being necessary in the practice of homoeopathy, as listed in the National Competency Standards for Homoeopathy developed by the Homoeopathic Industry Reference Group, endorsed by the Australian National Training Authority and included in the current Health Training Package (HLT012).
 - f. 'Registrar' means the person appointed to that position by the Board of the Register from time to time.
 - g. 'Homoeopathy' is that branch of therapeutics based on the principle that involves the selection and prescription of a medication, which through prior testing on healthy people and/or from clinical experience, is known to produce a similar symptom picture to that of the patient. The medication is prescribed in the minimum dosage required to bring about healing. This methodology of prescribing medication in no way limits the scope of homoeopathic practitioners in the provision of other management for which they have appropriate training, where this is required for the well-being of the patient
 - h. 'Practice' means the conduct of the business of Homoeopathy.

PROFESSIONAL STATIONERY

3. A Registrant must place, in legible form, on any letterhead of the Registrant's practice, his/her name, principal place of practice, telephone number and, if appropriate, a facsimile transmission number, a web address and an email address.

4. No person's name is to appear on the professional stationery of a Registrant unless such a person is a Registrant, or is registered with a relevant authority for their health profession, and is;
 - a. a sole practitioner; or
 - b. a partner in that firm; or
 - c. a consultant (as set out below); or
 - d. an associate.
5. Subject to paragraph 4: the name of a practitioner who is a consultant may be included on the professional stationery of a Registrant provided that his or her status as such is indicated thereon;
6. The professional stationery or business card of a Registrant should contain only factual information, such as: details of registration with a professional board or association; educational qualifications; contact details; services provided.

OTHER STATIONERY

7. A Registrant's name may appear on stationery other than the practitioner's professional stationery provided that the practitioner is not described thereon as a homoeopathic practitioner, or in any other way advertises the practitioner's practice.

REGISTRANT'S SIGNS

8. Signs exhibited by a Registrant shall conform to local council regulations.

ELECTIONEERING MATERIAL

9. A Registrant who stands for election to parliament or to a local government body or any association, may provide in electioneering material, general biographical details relating to the Registrant's career. These references should not be such as would directly or indirectly advertise the Registrant's practice.

SHARING OF PREMISES

10. Where a Registrant is involved in a joint tenancy arrangement with practitioners who are not Registrants, care should be taken in regard to the signage and stationery provisions, in order to ensure that the good name and standing of the Homoeopathic profession are maintained. The impression should be avoided that any unregistered person in the joint tenancy is a Registrant.

ENGAGING IN ANOTHER PROFESSION OR BUSINESS

11. A Registrant may carry on another profession or business of an honourable character, and which is not related to the Registrant's professional practice, where that business or profession does not detract from the integrity of the Homoeopathic profession, provided that:

- a. the conduct of such other profession or business is kept entirely separate from the homoeopathic practice in so far as correspondence, accounts and presentation to the public are concerned.
- b. the other profession or business is not of such a character that its conduct will place the Registrant in a position, where the Registrant's interests in the other profession or business and the Registrant's duty to the patient will conflict.

PREMISES

12. A Registrant must exercise effective control of each office maintained by the Registrant for the purpose of conducting the Registrant's practice and, in particular, the Registrant must ensure that at each office:
 - a. the Registrant or a partner of the Registrant undertakes personally, or supervises adequately, the work done and the homoeopathic services provided.
 - b. all work undertaken and all communications received are given due attention; and
 - c. the qualification and status of the persons engaged in the Registrant's practice are represented accurately to any persons who have dealings with the Registrant's practice.

WAITING, RECEPTION AND TREATMENT AREAS

13. It is essential that premises from which practice is conducted present to the public a proper professional image:
 - a. In circumstances where the number and flow of patients require, separate waiting, reception and treatment areas should be provided;
 - b. Waiting areas should be comfortable and clean;
 - c. Reception areas should allow for maintaining confidentiality of patient records, while providing ready access to the waiting areas;
 - d. Treatment areas should be adequately provided with diagnostic equipment suitable to the type of practice being conducted. All equipment should be well kept and maintained.
 - e. It is essential that proper attention to the maintenance of hygiene and the control of the spread of infections should be taken into account and provided for in the set-out of the treatment areas.
 - f. Legislation demanding the display of a brochure or notice should be complied with. Where such legislation does not apply, a notice should be placed in a prominent place, or a brochure provided that advises complainants to consult the AROH website 'Complaints' section, if the matter cannot be settled with the registrant.

DISPENSING FACILITIES

14. Each practice should be provided with a distinct dispensing area, if medicines are dispensed on the premises. This area should be provided with:
 - a. Properly labelled and neatly kept storage areas for medicines;
 - b. A clean scratch free work area for carrying out dispensing duties;

- c. An adequate stock of medicines manufactured by a reputable manufacturing chemist according to the rules laid down in the accepted Homoeopathic Pharmacopoeias;
- d. Adequate supplies of containers, dispensing media and labels, all kept in a hygienic manner;
- e. Proper dispensing apparatus and the means of cleaning and storing them.

RECORDS

15. It is the duty of every Registrant to maintain adequate patient and accounting records:
- a. Detailed record of the presenting condition of each patient should be kept, together with annotations relating to each visit or communication made by or on behalf of that patient.
 - b. Records of which medicine was prescribed, the quantity dispensed and the instructions issued to the patient should be maintained.
 - c. Accounting records should be kept separately from patient health records, to ensure patient confidentiality in the case of accounting audits.
 - d. Patient records and information should not be provided to another without a subpoena or the express written consent of the patient, except as necessary when referring the patient to another practitioner or consultant OR in the case of an emergency, which threatens the life of that patient.
 - e. Records are the property of the Registrant, and should be retained by the Registrant, even after passing care of the patient onto another practitioner. The patient has a right to information in the record, relevant to the purpose provided when seeking access to the record. The Registrant has the option of copying relevant parts of the record, or constructing a suitable summary. A reasonable fee may be charged for the work involved.
 - f. If patient records are to be disposed of, care should be taken to ensure patient confidentiality. Records should not lightly be disposed of and should be kept for a period of at least seven years following the last health service to the patient. In the case of minors, health records collected while a patient is under 18 years old must be kept until that person has turned 25.

PRACTICE REQUIREMENTS

16. Correspondence with the Register should be addressed to the Registrar, unless otherwise advised by AROH, and signed by the Registrant or in the case of a partnership by a partner or principal of the firm. All responses to correspondence from the Registrar should be within the timelines set out by the Registrar in the correspondence.
17. Change of address: Any Registrant changing either residential or practice addresses must notify the Register in writing immediately.
18. Payment of Subscriptions: Registrants are required to pay their annual fee promptly.
19. Termination: Where a Registrant for any reason wishes to relinquish his or her registration with AROH, written notification of this desire enclosing the Registrant's registration certificate must be forwarded to the Registrar.
20. Ceasing to practise: A Registrant ceasing to practise must notify the secretary of the Register within one month of such cessation of practice.
21. Cancellation of registration: Registrants should be aware that the Register may at any time cancel registration and request return of a registration certificate that has been obtained by fraud or

misstatement, or has been issued upon an application and supporting declaration that are incorrect or untrue in some material particular.

22. Commencement of practice: A Registrant commencing practice should note the following requirements:

- a. The Registrant must have adequate professional indemnity insurance;
- b. The Registrant must have a current First Aid Statement of Attainment (renewable every three years). At the time of publication, the most current was HLTF311A Apply First Aid, which forms part of HLT60612 Advanced Diploma of Homoeopathy
- c. The Registrant must notify the Registrar of the date on which practice was commenced, the address and the telephone number;

23. Standards of practice at premises:

- a. The Register may arrange for the inspection of practices prior to the granting of registration. During these inspections, it is the duty of the appointed inspector to ensure that the practitioner concerned is abiding by the terms of Standards of Practice.
- b. Inspections by the Register can also occur as a result of complaints lodged by the public, State Health Complaints officers or other practitioners.
- c. During these inspections, the following will be checked and reported on:
 - i. The general image projected by the practice.
 - ii. The cleanliness and presentation of waiting, treatment and dispensing facilities.
 - iii. The adequacy of diagnostic instrumentation in relation to the type of practice.
 - iv. The range and origin of medicine stocks, and the adequacy of these for the type of practice.
 - v. The adequacy and hygiene of the dispensing facilities.
 - vi. The access of patients and staff to toilet and hand washing facilities.
 - vii. The suitability of signs, professional cards and stationery.
 - viii. The suitability of displayed literature and patient handouts.
 - ix. Patient records will not be inspected but the method and forms will be discussed.
- d. Where the inspector is of the opinion that the Standards of Practice are not being adhered to then:
 - i. The Registrant will receive a 'Show Cause' letter from the Register, detailing the results of the inspection, and a time will be given by which the practitioner may reply in his/her defence
 - ii. After considering such response the Register will decide if any penalty should be imposed or if the matter can be otherwise resolved
 - iii. If the Registrant wishes to contest the Register's decision, then that Registrant may petition the Registrar to implement the Independent Appeal Procedures.

PENALTIES FOR INFRINGEMENT

24. Registrants are reminded that registration with AROH carries with it legal obligations, including the requirements to conduct oneself within the terms of these Standards of Practice and any amendments that may from time to time be made to them.
 25. Breaches of these Standards of Practice can carry the penalty of reprimand, supervision by the Registrar of the Practitioner, suspension or being 'struck off'. The costs involved in processing these penalties are explained in AROH's Complaints Procedures, and failure to pay such costs when due shall be deemed to be a breach of these standards of practice.
 26. Where the Register has had to resort to suspension or cancellation of the Registrant's registration, the Register has the right to advertise such suspension or cancellation in the press, and generally in the area in which the practitioner engages in practice.
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