



# Policy on Switching Family Physicians at the Adelaide Health Clinic

At the Adelaide Health clinic (AHC) we occasionally receive questions about whether patients may switch between family physicians within our clinic. Our policy is to **not allow patients to switch among physicians**, and we'd like to explain why this approach is essential to the quality of care we provide.

## Why We Don't Support Switching Physicians

The Adelaide Health Clinic follows a **team-based, collaborative approach** to care, built on the principles of continuity, trust, and efficiency. Each physician is responsible for managing the care of their rostered patients, while also sharing responsibility with the team for urgent issues and coverage during absences. We believe that maintaining long-term relationships between patients and their primary care physicians:

- Reduces the risks associated with hand-offs or disruptions in care plans;
- Supports sound, consistent medical decision-making;
- Enhances efficiency by minimizing duplicate administrative work;
- Upholds the integrity of team-based care.

Switching physicians often results in lost time and effort, as each new physician must invest hours in reviewing history, rebuilding care plans, and updating medical records—time that could otherwise be spent seeing patients.

## If You Have Concerns About Your Care

We understand that patients may sometimes feel their needs aren't being met. In such cases, we **encourage open communication**. Please book an appointment with your physician to discuss your concerns directly. We offer **extended appointments** to allow for more in-depth conversations—simply let reception know you'd like a longer visit.

## Our Commitment

All our team members—physicians and allied health professionals—share a common philosophy of care. We are committed to providing patient-centered, respectful, and evidence-based care. While each physician is individually responsible for their patients' care plans, we work collectively to ensure timely access and continuity.

Thank you for your understanding and support of our clinic policies. Together, we can ensure you receive the best care possible—built on trust, continuity, and teamwork.