



# Gosford Private Maternity Services

## We're proud to be the only private maternity service on the Central Coast

Gosford Private Maternity Service understands that having a support person other than your partner present during your birthing experience can contribute to positive outcomes and can be very important to some birthing mothers. With this in mind, we ask that all support individuals who are attending a birth as a support person in a capacity other than as a partner agree and adhere to code of conduct in line with our standards of behaviour and in accordance with best practice code of practice outlined by the Australian Doula Association (see [www.australiandoulas.com.au](http://www.australiandoulas.com.au))

The Code of Conduct for Gosford Private Maternity Services requires that all support individuals adhere to and fulfill the following:

- 1) Will maintain strict patient and staff privacy and confidentiality, including not discussing personal and confidential information which has been disclosed by staff and patients at Gosford Private Maternity Services and its specialists and other birth professionals in attendance.
- 2) Will not share any personal, private or confidential information about the conduct, actions, names or details of staff, specialists and patients via external communication mediums such as social media.
- 3) Will respect and collaborate with all birthing professionals and engage in a professional manner
- 4) Will adhere to appropriate feedback channels for escalation and resolution of complaints or concerns. If there is a concern or complaint around patient care delivery or actions of health professionals, in the first instance these should be provided to the Nurse Unit Manager Elisabeth Herbert ([elisabeth.herbert@healthcare.com.au](mailto:elisabeth.herbert@healthcare.com.au)). If unsatisfied with that outcome, you may reach out to Director of Clinical Services, Natasha Mackey ([Natasha.mackey@healthcare.com.au](mailto:Natasha.mackey@healthcare.com.au)). If this course of action hasn't prompted the result expected, further recourse may be taken in escalating the concern to Gosford Private Hospital CEO Michael Mitchell ([Michael.mitchell@healthcare.com.au](mailto:Michael.mitchell@healthcare.com.au)). At no point should this feedback or complaint be lodged via external communication channels such as social media.

I \_\_\_\_\_ Understand that if I do not adhere to the above expected code of practice and in line with national standards then I may be asked to leave the facility.

Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

Gosford Private Hospital  
Burrabil Avenue, North Gosford NSW 2250 T: 02 4324 7111

Gosford Private Maternity Services T: 02 4304 3260 Birth Suites T: 02 4323 8181  
[gosfordprivatematernity.com.au](http://gosfordprivatematernity.com.au) E: [gos.maternityservices@healthcare.com.au](mailto:gos.maternityservices@healthcare.com.au)

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