

Infection control: Tips for patients when receiving care from a podiatrist



The job of the Podiatry Board of Australia (the Board) and the Australian Health Practitioner Regulation Agency (AHPRA) is to protect patients – that's you!

The Board and AHPRA have provided the following tips for patients to help you make sure you are getting safe care from your podiatrist or podiatric surgeon.

You have the right to expect that your podiatrist or podiatric surgeon is meeting these obligations and you can ask your practitioner questions about them.

To help make sure you are getting safe care from your podiatrist keep these easy to remember tips in mind:

1. Is your podiatrist registered?

Check the [online, national register of practitioners](#) and make sure your podiatric practitioner is registered and meets national standards. Visit www.podiatryboard.gov.au to check the register.

2. Does your podiatrist's clinic look clean and tidy?

3. Is your podiatrist wearing appropriate protective clothing?

4. Does your podiatrist use alcohol-based hand rubs or wash their hands before treating you?

5. Does your podiatrist have a sink in their clinic area where they can wash their hands if needed?

6. Are the instruments used on you clean, sterilised (if required), or new and disposable? You can ask your podiatrist if their instruments are sterilised.

Remember, you can ask your podiatrist or podiatric surgeon any questions about infection control at any time.

Want to find out more?

Check out the Board's website www.podiatryboard.gov.au to view the Board's video which shows you how you can ask your podiatrist or podiatric surgeon about infection control.

Who to contact

If possible, it is usually best to resolve any problems by talking to your podiatrist or podiatric surgeon.

If you still have serious concerns, you can make a complaint to:

→ AHPRA and the [Podiatry Board of Australia](#) on 1300 419 495.

→ In New South Wales:

- contact the [NSW Health Professional Councils Authority](#) on 1300 197 177 (if your query is about a medical practitioner or student in NSW, phone (02) 9879 2200), or
- the [NSW Health Care Complaints Commission](#) on 1800 043 159 or (02) 9219 7444.

→ In Queensland contact the [Office of the Health Ombudsman](#) on 133 OHO (133 646).

