

Communication during Delivery

Fran gave birth at a NT hospital and made a number of complaints about her experience.

She complained that the doctor who attended her birth did not pay any attention to her birth plan or preferences and made decisions about how the birth would proceed without involving her. Fran said that this had made her experience a difficult and distressing one, instead of the happy experience she had hoped it would be.

Enquiries into the complaint were made and revealed that proper consent was not sought or obtained during the birth, and communication between the practitioner and the patient was not adequate. The enquiries also showed that the doctor was new at the hospital and that the hospital's orientation processes were not sufficient to support him.

The conduct of the practitioner was referred to the Board for investigation. The concerns about the hospital's orientation procedures were raised and improvements are being monitored.