



Tenambit Medical Centre Communication Policy

Tenambit Medical Centres aim is to facilitate optimal communication opportunities with our patients.

We also encourage and support the use of technology to enable our patients with 24 Hours access to our appointment system by allowing patients to book their healthcare consultation with their preferred GP online via HOTDOC.

Our Practice endeavours to provide patients with access to timely advice or information about their clinical care. This communication can occur through the following channels:

Face to Face – this can be via consultation with your doctor or nurse or interactions with reception staff or the Practice Manager

Telephone – Patients are able to contact the practice via telephone between the hours of 8:30am – 5:30pm Monday- Friday.

02 4933 3566

As the first point of contact, the reception staff will review the triage flow chart to ensure they are correctly addressing the patients' needs and concerns. Receptionist will often need to ask questions to determine that the patient receives the most appropriate care, at the most appropriate time. At times may also be referred to speak to one of our practice nurses to determine the urgency or best course of action for your issue or concern.

Phone calls from patients requesting to speak to the doctor will not generally be put through at the time of the call. This is to minimise disruption to the doctor as they are usually in consultation with another patient and respectfully not wanting to interrupt their consultation.

Reception staff will ask the patient to briefly explain the reason for the call and will determine if the doctor should be interrupted or if a message can be given to the GP to address the issue at another time. Doctors may return phone calls or advise reception staff on next step. Each phone call request is messaged to the doctor, it is then at the discretion of the doctor to decide the next step. Where clinically significant information is discussed, a consultation note will be recorded.

Faxes – Faxes received that are patient related are imported directly into the doctor's inbox. These documents are then checked and actioned by the doctor and placed into the patient's file. Any urgent faxes are immediately placed in the doctor's inbox and reception will call the doctor and request it be checked as soon as possible. All non-patient related faxes are given to the relevant staff member.

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All outgoing faxes will be accompanied with a practice cover sheet advising details of who the fax is addressed to, fax number, number of pages, and confidentiality and privacy notice.

Email – Email is not a secure form of communication and we do not use this to communicate personal information to or about patients without consent from the patient. Whilst we do make every effort to keep your personal information secure, it is important for patient to be aware of the risks associated with electronic information. All staff are required to get patient consent to send any email that contains personal information. Staff are also required to advise patients of the following risks:

- The information could potentially be compromised and could be accessed by someone other than intended. The information could also be altered and changed.
- Patients must be aware that any communication they direct to the surgery via email is also not secure and confidentiality cannot be guaranteed. Patients' communication through email do so at their own risk.
- If you do chose to contact the surgery via email this will be considered as a patient consent to reply via email.

We endeavour to reply to all emailed within 1 business day. Our emails are checked on a regular basis, however, are not constantly monitored. If you have an issue that requires urgent attention, we request that you contact the practice via phone.

SMS – SMS messages are sent for a variety of health management purposes.

These may include:

- Appointment reminders – a reminder message will be sent the day prior to your appointment.
- Health reminders (e.g. cervical screening/care plans etc).
- Health recalls (e.g. follow up of test results) We need to ensure that your mobile number is up to date at each visit to ensure that this information is sent to the correct number. Patients must be aware that if another person can access their mobile phone, then the confidentiality of these communications cannot be protected by the practice.

Post – Letters may be sent offering services available to eligible patients and for health reminders and recalls for patients who do not have a mobile number or who have opted out of SMS communication.

Website - The practice website is updated regularly with new information. You can also locate our opening hours, history of the practice, information regarding our fees and services, book appointments online, view our GPs and see our contact information.

www.tenambitmedical.net.au

Facebook – Our Facebook pages provides general health updates and practice information. The page is intended to update patients on changes to the practice or health updates only from Tenambit Medical Centre however, our Facebook page is not a form of communication from patient to

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practice. We have messages turned off on our Facebook page. If you need to get inContact with the practice, please do so via telephone.