



PATIENT COMMUNICATION POLICY

Telephone Calls

Patients are able to contact the practice via telephone between the hours of 7am and 5pm Monday to Friday, and between 9am and 12noon on a Saturday and Sunday. Telephone calls from patients will not generally be put through to doctors and so patients are encouraged to make an appointment to speak with the Doctor. Alternatively, our reception staff are happy to assist you with any general questions regarding your healthcare or take messages. Reception staff may ask the patient to briefly explain the reason for the call to determine if the Doctor should be interrupted during a consultation or an internal message sent. Where appropriate the doctor will return the call within 24hrs.

Our reception staff is unable to give results over the phone, unless clearly unstructured by the referring Doctor. For all medical certificate, referral or script requests, patients must book an appointment with their doctor.

Should you have any feedback regarding your care, we have a suggestion box in the waiting room. Alternatively, you may submit feedback through our website, email or speak with our practice manager, Katrina Dickson. If you have any concerns about the care from your doctor, please immediately discuss this with your doctor so that your concerns can be managed. Should you have ongoing concerns, then we are happy to offer you a second opinion from another doctor at the practice. We are always trying to improve our service and are happy to address any written complaints from our patients.

Fax

All patient related faxes are scanned directly into the patients' medical record for review by doctor. Any urgent patient related faxed are immediately handed to the Doctor. If the Doctor is not available, the fax will be given to their delegate. Any faxes not patient related are handed to the relevant staff member.

Correspondence

Electronic Information (e.g. specialist letters, pathology and imaging) is transmitted over the public network in an encrypted format using secure messaging software.

Incoming mail is opened at reception. Outgoing mail is personally delivered to Australia Post.

Email

Patient may send through simple communications to their doctor or practice staff at reception@reedycreekmc.com. This email address is checked on a regular basis and any email received will be acknowledged in a reply and passed on to the addressee. All relevant emails will be stored in your patient record.

While we make every effort to keep your information secure, we want to remind our patients that electronic communications and information can potentially be compromised and forwarded, intercepted, printed and stored by persons outside of our practice. Patients communicating with Reedy Creek Medical Centre through email do so at their own risk.



Where relevant, our staff only send patient information via email if it is securely encrypted (eg. Zipped and password protected) according to industry and best practice standards, unless the patient has formally consented to their health information being sent by unsecure email.

Website

The Practice's website is updated regularly with new information. We use HealthEngine Appointments which is available to book appointments via the website or by downloading the App. The email address on the webpage reception@reedycreekmc.com is for patient feedback only and not clinical matters or patient correspondence.

SMS

Reedy Creek Medical Centre has an agreement with an external provider HealthEngine to send SMS appointment reminders the day before appointments. We also use this external provider to send SMS recall and health reminders to notify you of follow-up appointment requirements.

HealthEngine only handles data relating to the patient appointment, such as mobile number, email, time and day of the appointment. No other sensitive patient records are used or stored on the HealthEngine system. www.healthengine.com.au provides Terms of Service for the HealthEngine application.

Social Media

Reedy Creek Medical Centre uses its Facebook page to update patients about practice information including doctor availability, public holiday closures, and health promotions. We do not use this platform to send unsolicited commercial electronic messages, or solicit other users to buy or sell products or services or donate money