



# Thirroul Medical Practice Electronic Communication Policy

June 2015

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## **Telephone**

Patients are able to contact the Practice via telephone during opening hours. Our Doctors are contactable via phone to speak to patients if the need arises. The patient will be asked to briefly explain the reason for the call so the reception staff can determine if the Doctor should be interrupted during a consultation to take the call. Once the reception staff has determined the necessity of the call they will either take the patients details and task the Doctor to return the patients call) or put the call through to the Doctor.

## **Fax**

Patient related faxes are imported directly into the patients' medical record. All urgent patient related faxes are immediately hand delivered to the Doctor, if that Doctor is not available the fax is hand delivered to their delegate. All other faxes received are given to the team member to whom it is addressed.

## **Email**

Patients are advised that email communication to and from Thirroul Medical Practice is not encrypted and is therefore not a secure way of communicating personal information. Patients are able to email the practice using [admin@thirroulmedical.com.au](mailto:admin@thirroulmedical.com.au) for administrative matters. It is a request of the Practice that patients do not use this facility for clinical purposes unless the other forms of communication are unavailable.

## **Website**

Our website is updated regularly with new information. Patients are able to book appointments with the Doctor of their choice via our Website [www.thirroulmedical.com.au](http://www.thirroulmedical.com.au). Patients can also provide feedback to the Practice via the feedback form on our website.

## **SMS**

This facility is not yet available