

Email Policy

Communicating by electronic means

Our practice email account for patients and stakeholders for communication with our practice is reception@casuarinahealthandmedical.com.au. Only appropriate non-clinical matters are dealt with via email exchanges. Consulting or advice services are not conducted by email, this must be communicated face to face by a medical practitioner or other appropriate health professional, unless there are exceptional circumstances.

This email account will be checked infrequently throughout the business day by the reception staff. Messages are forwarded to the appropriate team member's for a response within a reasonable time frame.

Communication conducted with a patient via electronic means will be added to the patient's medical record by the team member resolving the enquiry.

Appointments can be made by calling the practice on 02 6674 0888 or online via our website.

Our practice uses SMS messaging to remind patients of their upcoming appointments and/or to contact the practice for results and recalls. There is no medical or identifying information used in these messages. It is the patient's responsibility to contact the practice and follow up on the message.

Informing the clinical team of communications

All communications documented for a staff members attention and action, or in their absence to the designated person who is responsible for that team member's workload is contained in Best Practice medical software messaging service and saved directly into the patients clinical notes.

A computer entry is used to document all significant and important telephone conversations or electronic communications including after hours contacts and medical emergencies and urgent queries.

The message records:

- The name and contact phone number of the patient/caller
- The date and time of the call
- The urgent or non-urgent nature of the call
- Important facts concerning the patient's condition
- The advice or information received from the doctor
- Details of any follow up appointments

All documented communications are provided to the staff member on the day of receipt and must be responded to within a reasonable time frame.