



COMMUNICATION POLICY

There are multiple ways in which this practice communicates with patients and third parties.

Face to Face

Face to face consultations at the clinic are the preferred by doctors. Please book an appointment by calling the clinic directly on 9568 7377, or by using our online booking platform, Hot Doc.

Appointments can be made by going to www.hotdoc.com.au.

Telephone

Patients can contact the practice between 8:00am to 6:00pm Monday to Friday and 8:00am to 1:00pm Saturday. Our reception staff may use a triage system to assess the urgency of the patient's needs and concerns. Reception staff will also perform a three-point identifier check to ensure the correct patient file is matched to the patient on the phone. Please note, it is often not possible to speak to the doctor at the time of calling. A secure message will be sent to the doctor who will return your call as soon as possible. Exceptions may be made if the matter is deemed to be urgent. A note will be made in the patient's file.

Third Party Correspondence

When correspondence is received from other healthcare providers, it is directly imported into the patient's file and then sent through to the doctor to review. This includes results, emails, and specialist letters. If the addressed doctor is not available and the correspondence is urgent, another doctor will review and action as necessary.

Fax

Faxes received that are patient related are imported directly into the patient's file. These are then reviewed and actioned by the doctor. Any urgent patient related faxes are immediately handed to the doctor or, if that doctor is not available, another doctor in the practice will review the fax. All non-patient related faxes are given to the relevant staff member.

Email

Email is not a secure form of communication and is not encouraged by Hanover Street Medical Centre. Patients must be aware that any communication they direct to the surgery via email is also not secure and confidentiality cannot be guaranteed. Patients communicating through email do so at their own risk. If you do choose to contact the surgery via email, this is considered as patient consent to reply via email. Our staff endeavour to respond to email messages within 24 hours. If you have an issue that requires urgent attention, we request that you contact the practice via telephone.



SMS

SMS messages are sent to remind patients of scheduled appointments, health reminders and health recalls. Please make sure you update the practice if there is a change to your contact details. Please let us know if you would like to be removed from the SMS list. Patients must be aware that if another person has access to their mobile phone, then the confidentiality of these communications cannot be protected by the practice.

Post

For patients who have opted out of SMS, a letter may be sent regarding reminders or recalls. Letters received by the practice are scanned into the patient file and forwarded to the doctor to review.

Website

Our website is updated regularly and contains the practice contact details, location, opening hours and information regarding fees and services offered. Our online booking details and after-hours locum service details are also available.

Facebook

Our Facebook page has practice information and health promotions. This page, however, is intended for announcements only by Health Watch Australia and not for the provision of individual medical advice. This page is not regularly monitored for comments. If you have any queries or questions we ask that you please contact the practice via telephone.

Communicating with patients with special needs

A contact list of translator and interpreter services and services for patients with a disability is maintained, updated regularly and readily available to all staff at reception. These include:

- National Relay Services (NRS) for hearing impaired patients
- Translation and Interpreter Service (TIS) Doctors Priority Line 1300 131 450