

Melbourne Microsuction

Communication Policy

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

Our practice is mindful that even if patients have provided electronic contact details, they may not be proficient in communicating via electronic means and patient consent needs to be obtained before engaging in electronic communication. Electronic communication includes email, facsimile and Short Message Service (SMS).

Communication with patients via electronic means is conducted with appropriate regard to privacy.

Face to Face

This can be via consultation with your doctor or nurse or interactions with other practice staff.

Telephone

Patients can contact the practice between 8:00am and 7:00pm Monday to Friday. Our reception staff will perform a three-point identifier check to ensure the correct patient file is matched to the patient on the phone. Our reception staff may use a triage system to assess the urgency of the patients' needs and concerns. Please note, it is often not possible to speak to the doctor at the time of calling. If this is the case, a secure message will be sent to the doctor who will return the call when possible. Exceptions may be made if the matter is deemed to be urgent. A note will be made in the patient's file.

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 Melbourne IV Therapy. 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.

Short Message Service (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 mobile number. Please let us know if you would like to be removed from the SMS list. 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.

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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 during office hours and also after-hours doctor service details are also available.

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

Policy review statement

This communication policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Any updated policies will be available via our website, as well as in the clinic.