

Communicating by electronic means

Our practice email account for patients and stakeholders for communication with our practice is, reception@totalhealthpottsville.com.au Only appropriate non-clinical matters are dealt with via email exchanges. Clinical advice is not conducted by email, this must be communicated face to face or if appropriate via a telehealth call, with a medical practitioner or other appropriate health professional, unless there are exceptional circumstances. 'Under exceptional circumstances', confidential information may be sent via **reply** email, the 3rd party must send an email to reception with 'Name, DOB, Address, what is information is being requested and a statement saying that they understand confidential information sent via email is not encrypted or a secure way of communicating.

This email account will be checked infrequently throughout the business day by the reception staff. Messages are forwarded to the appropriate team member 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 6676 1744 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.