

YOUR HEALTH GRIFFITH COMMUNICATION POLICY



Telephone Calls Policy

In the interest of good patient care we ask that you make an appointment to discuss your health or that of a family member. Our reception staff are happy to take messages or assist you with any general questions regarding your healthcare. Please telephone our reception team on 02 6962 7661 and provide a brief outline of the reason for your call. If appropriate, your call can be transferred to one of our nurses who will communicate with your doctor. Our nurse will return your call at the earliest time practical.

If you have a medical question after seeing one of our doctors, you can speak with the nurse and she will discuss your concerns with the doctor. Normally our nurses will return your call later the same day. If you have an urgent medical problem then our nurses will try to organise an appointment with one of our doctors. You will always be put through to our nursing staff or a doctor in case of an emergency.

SMS Policy

We send all patients who are booked with a doctor/nurse/allied health provider an SMS appointment reminder 24 hours before your appointment (providing you have a mobile telephone number recorded on file). Please advise our reception staff if you do not wish to have SMS appointment reminders sent to you. You can also 'Opt-out' from the HotDoc app.

Email Policy

Please see the *Your Health Griffith Email Policy and Procedure* document for detailed information.

Facsimile Policy

Information sent by facsimile is covered by a covering sheet, which states: "This message is intended only for the use of the addressee named above and may contain privileged and confidential information. If you are not the intended recipient of this message you are hereby notified that you must not disseminate, copy or take any action based upon it. If you received this message in error please notify Your Health Griffith immediately. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of Your Health Griffith". Communication by fax is generally only between a doctor and another healthcare provider.

Should you have any feedback regarding your care, we have a suggestion box in the waiting room or feedback can be submitted on our website: www.yourhealthgriffith.com.au. Alternatively you may speak with our practice manager, Rosie Harriman. If you have any concerns about the care from your doctor, please immediately discuss this with your doctor so that your concerns can be managed. Should you have ongoing concerns, then we are happy to offer you a second opinion from another doctor at the practice. We are always trying to improve our service, and are happy to address any written complaints from our patients.