

## Electronic Communication Policy

All significant electronic contact with patients is recorded in their patient file.

### Telephone

Patients can contact the practice via phone from 8:30am until close, Monday to Friday.

To allow each patient the best consultation possible, our doctors prefer not to be interrupted by phone calls. Our practice staff are happy to take a message and pass this along to the doctor.

### Fax

All faxes are immediately saved to the patient's file and brought to the attention of their doctor for review. If any correspondence is received requiring immediate action, you will be contacted to make a follow-up appointment with your doctor.

### Email

We do not use email for the purpose of sharing patient health information. Emails are only to be used for correspondence of a non-sensitive nature. While emails are checked daily, we advise that any matters needing urgent attention be communicated with us via telephone or in person.

Patrick Street Family Practice uses Argus secure messaging to send referrals to recipients who have Argus installed.

### Website

The practice website ([www.psfamprac.com.au](http://www.psfamprac.com.au)) is updated regularly to ensure all information is kept up-to-date. The contact email listed ([enquiries@psfamprac.com.au](mailto:enquiries@psfamprac.com.au)) is to be used for feedback only, not any matters of a clinical nature.

### SMS

Patrick Street Family Practice does not currently use an SMS reminder service.

### Social Media

Patrick Street Family Practice does not currently have any Social Media accounts.

### Newsletter

The Patrick Street Family Practice Newsletter is published quarterly and is available in printed form at Reception or via the practice website.

### Policy review statement

This policy will be reviewed annually to ensure we comply with any changes required. Updated policies will be published on our website ([www.psfamprac.com.au](http://www.psfamprac.com.au)), and available in printed form at the practice.