

Communications policy

When you call the clinic or attend in person our staff will confirm your identity using 3 points of ID such as full name, date of birth, and address. We do this so we can confirm that we are talking to the correct person and to help us maintain patient confidentiality.

Our reception staff are not medically trained. Hence, they are unable to answer clinical questions or communicate information regarding your results. If you have a message for one of the doctors they will relay the message however they may request you to make an appointment with your doctor to discuss your particular question.

Email

Our practice values clear and timely communication with patients and health professionals. Our email inbox is monitored daily on business days. We aim to respond to emails within 3 business days of receipt.

Electronic communication carries some privacy and confidentiality risks. If you choose to send us potentially sensitive information via email, or ask us to communicate with you via email, you do so at your own risk. Our email service is not end-to-end encrypted, and therefore we cannot guarantee the security of our email communications. All forms of written communication involve an element of risk that information could be read by someone other than the intended recipient. Some of the risks of using unsecured or unencrypted email include that email is vulnerable to interception, emails can easily be sent to the wrong recipient, and emails can be forwarded or changed without the knowledge or consent of the original sender.

Telephone

Our practice phone line is open during business hours from 8.30 am to 12.30 pm, and 1.30 pm to 5 pm, Monday to Friday. The phone lines are closed for 1 hour over lunch from 12.30 to 1.30 pm. We do not have a voicemail and if you call outside of usual business hours you will not be able to leave a voicemail message. If you have difficulty getting through to a receptionist during business hours and the matter is not urgent, you may email us at hello@yourhealthgp.com.au and we will endeavour to return your call within 2 business days.

Hearing impaired

If you are hearing impaired there are services to help with your communication needs:

- National Relay Service (NRS) provide video relay services for free
- Auslan services provide interpreters at a fee: 1300 AUSLAN

Interpreters

If you need a language interpreter, the Translation and Interpreter Service (TIS) is a free national interpreting service. If you will need an interpreter please advise our reception team at the time of booking and they will help book a phone interpreter for your appointment at no cost to you.