

PATIENT COMMUNICATION POLICY

Telephone Calls

Patients are able to contact the practice via telephone between the hours of 8.30 am and 5.30 pm Monday to Friday, and between 9am and 12.30 pm on a Saturday. Telephone calls from patients will not generally be put through to doctors and so patients are encouraged to make an appointment to speak with the Doctor. Alternatively, our reception staff are happy to assist you with any general questions regarding your healthcare or take messages. Reception staff may ask the patient to briefly explain the reason for the call to determine if the Doctor should be interrupted during a consultation or if the practice nurse can be of assistance.

Our reception staff is unable to give results over the phone other than to confirm if an appointment has been requested by the doctor. For all medical certificate, referral or script requests, patients must book an appointment with their doctor.

Should you have any feedback regarding your care, we have a suggestion box in the waiting room. Alternatively, you may submit feedback through email or speak with our practice manager, Shabana Palekar. 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.

Fax

All patient related faxes are scanned directly into the patients' medical record for review by doctor. Any urgent patient related faxed are immediately handed to the Doctor. If the Doctor is not available, the fax will be given to their delegate.

Correspondence

Electronic Information (e.g. specialist letters, pathology and imaging) is transmitted in an encrypted format using secure messaging software.

Incoming mail is opened at reception and distributed to the appropriate recipients. Outgoing mail is personally delivered to Australia Post.

Email

Patient may send through simple communications to their doctor or practice staff at reception@beckenhammedicalcentre.com.au This email address is checked on a regular basis and any email received will be acknowledged in a reply and passed on to the addressee. All relevant emails will be stored in your patient record.

While we make every effort to keep your information secure, we want to remind our patients that electronic communications and information can potentially be compromised and forwarded, intercepted, printed and stored by persons outside of our practice. Patients communicating with Beckenham Medical Centre through email do so at their own risk.



Where relevant, our staff only send patient information via email if it is securely encrypted according to industry and best practice standards, unless the patient has formally consented to their health information being sent by unsecure email.

Website

The Practice's website is updated regularly with new information. www.beckenhammedicalcentre.com.au

SMS

Beckenham Medical Centre has an agreement with external providers Hot Doc and Health Engine to send SMS appointment reminders the day before appointments. We also use these external providers to send SMS recall and health reminders to notify patients of follow-up appointment requirements.

SMS functionality is also available through Best Practice in order to send receipts, invoices and other documents directly to the patient or other providers.