

Adelaide Aged Care GP

Adelaide Aged Care GP Communication Policy

Our aim is to facilitate optimal communication opportunities with our patients and their families. The nursing staff located in facilities have the doctor's contact details and are able to contact them directly 24 hours a day.

Our practice endeavours to provide patients with access to timely advice or information about their clinical care. This communication can occur through the following channels:

Results – it is the practice policy that results will be given out during a follow up attendance with a doctor only.

Face to face – this can be via consultation with your doctor or nurse or interactions with other staff members on behalf of doctors.

Telephone – Patients are able to contact the GP via a nurse in the facility. As the first point of contact, facility nurses will review any request to ensure they are correctly addressing patient's needs and concerns. Nursing staff will often need to ask questions to determine that the patient receives the most appropriate care, at the most appropriate time to ensure the best course of action for your issue or concern.

The nursing staff within the facility will decide if it is appropriate to contact the doctor directly and discuss further course of action.

Fax – Faxes received that are patient related are imported directly into the patient's file. These are then reviewed and actioned by the doctor. If your doctor is not available another doctor in the practice will review the fax and action if necessary.

All outgoing faxes will be accompanied with a practice cover sheet advising details of who the fax is addressed to, fax number, number of pages and confidentiality and privacy notice.

Email – Email is not a secure form of communication, and we do not use this to communicate personal information to patients without their consent. Whilst we make every effort to keep your information secure it is important for patients to be aware of the risks associated with electronic communication, in that the information could

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potentially be compromised and accessed by someone other than the intended recipient. Patients must be aware that any communication they direct to the GPs via email is also NOT secure and confidentiality cannot be guaranteed. Patients and their families communicating through email do so at their own risk.

If you do choose to contact the doctor via email this will be considered as patient consent to reply via email. We endeavour to reply to all emails within 1 business day. Our emails are checked on a regular basis, however they are not constantly monitored. If you have an issue that requires urgent attention we request that you contact one of the nurses in the facility directly.

SMS – SMS messaging is not used by the doctors

Post – Incoming mail is collected and opened each day. Letters received that are patient related are directly imported in the patient's medical record. These are then reviewed and actioned by the doctor. All remaining letters are provided to the addressee.

Website – The practice's website is updated regularly with new information. You can also locate our opening hours, information regarding our fees and services, view our doctor's profiles and see our contact information.