

Communication policy for patients

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Telephone communication

Hampden Health may contact you via telephone calls, text messages and/or email to confirm or notify you of recalls requiring your attention, changes to your scheduled appointment and, optionally, health promotion reminders.

Our practice offers telephone consultations. However, not all medical services can be provided over the phone. The doctor may request for you to attend for an in-clinic appointment instead.

Text messages from our practice are generated securely using our booking's platform called HotDoc. Messages require you to enter information to confirm your identity before the details can be read. For more information about the security systems in place with HotDoc, please visit their website: <https://practices.hotdoc.com.au/security/>.

Telephone calls from patients will not generally be put straight through to the doctor as they are usually attending to patients throughout the day. Our friendly reception staff will be happy to take down messages and contact details to pass on to the doctor to action when they are available. Our doctors will usually respond on the same day or the next day they are scheduled to be in the clinic.

In the event we miss your call during business hours, or if you call outside of our business hours, our reception staff will endeavour to call you back as soon as possible. Leaving a message may facilitate our staff in returning your call. Our staff are unable to return your call if you call our practice using a private number and do not leave a message with a number to call back on. If you have not received a call back in a timely manner, please try calling again. Of note, our receptionist is generally on lunch break between 1pm to 2pm on weekdays.

For any urgent medical problems, we recommend call triple zero (000) and/or attend your nearest emergency department.

Other electronic communication

At Hampden Health, our doctors offer face-to-face, video and phone consultations only. We do not provide GP consultations via email or text messages.

Electronic communication such as email is generally used only for correspondence of a non-sensitive nature. Whilst reasonable efforts are made to provide security via email communication, users should be aware that there are inherent risks in the transmission of information across the internet and as such may not be secure.

A patient may request for a copy of their results and/or correspondences to be sent to their email address during a consultation with a doctor. Results and correspondences must be discussed with one of our doctors before they are released. Please note our receptionists do not have the authority to

release any results or correspondences if they have not been approved for release by one of our doctors. Documents are generally sent electronically in a PDF format with password protection.

Healthlink secure messaging is our practice's preferred mode of communication to other health professionals. In the event the receiving health professional does not have a Healthlink account, email of letters/referrals in PDF format with password protection is generally used. Patients may also opt for their doctor to print a hard copy of the letter or referral to give directly to the patient. Please speak to your doctor for further information about your options for mode of delivery of your health information.

While emails and facsimiles to our practice are reviewed on a daily basis during business hours, we kindly advise we can take up to 2 business days to respond to your query. If we have not responded to your email within 2 business days or for any urgent enquires, we recommend calling our clinic on 02 8457 7961 for urgent attention.

Translation services

At Hampden Health, we are able to access phone interpreters to facilitate consultations in other languages. If you require these services, informing the receptionist ahead of a scheduled appointment will allow our team to book and interpreter for the appropriate time slot. The translation service we use is called Translating and Interpreting Services (TIS) National and their phone number is 131 450.

Feedback

We are always trying to improve our service and welcome any feedback or complaint from our patients. Options in providing feedback to our clinic include:

- Speaking to your doctor,
- Filling out a feedback form in our clinic,
- Filling out a feedback form online via <https://www.hotdoc.com.au/forms/hampden-health-feedback-questionnaire>,
- Writing an email to info@hampden-health.com, or
- Writing a letter to Shop 8, 44 Hampden Avenue, Wahroonga, NSW, 2076.