



ELECTRONIC COMMUNICATION CONFIDENTIALITY POLICY:

There are multiple ways Hamilton Doctors may communicate with patients and third parties via electronic means

Electronic communication includes:

Email and SMS

Phone Calls

Patients are advised through the New Patient Information Sheet of the practice policy on electronic communication including:

- Seeking permission or consent from patients
- The possibility for electronic communications and information to be compromised.
- Notification of any costs involved.

Patients must be aware that any communication they direct to the surgery via email is NOT secure and confidentiality cannot be guaranteed.

Patients communicating through email do so at their own risk.

If you do choose to contact the surgery via email this will be considered as patient consent to reply via email.

We will not email you unless your email address has been verified by us, this means you will need to send us an email first then we will reply to your email consent.

We endeavour to reply to all emails within 1 business day, however they are not constantly monitored.

We need to ensure that your mobile number is up to date at each visit to ensure that this information is sent to the correct number.

If you have an issue that requires urgent attention we request that you contact the practice via telephone.

SMS communication includes:

- Appointment reminders – a reminder message will be sent the day prior to your appointment.
- Health reminders (eg: cervical screening)
- Health recalls (eg: follow up of test results)

Website communication includes:

- Opening hours
- Fees and services
- Booking appointments online
- Doctors profiles

Facebook communication includes:



- Updates practice information and health promotions

Phone Calls

- Hamilton Doctors may communicate with patients via phone calls. All staff and Doctors will confirm the patient's identity with 3 forms of Identification prior to discussing confidential information