



JOHNSON STREET CLINIC

Communication Policy

Telephone:

Patients are able to contact the Practice via telephone between the hours of 8.30am and 5.30pm Monday to Friday and between 9am and 12 midday Saturdays.

Our Doctors are available to speak with patients if necessary. Reception staff will ask the patient to briefly explain the reason for the call to determine if the Doctor should be interrupted during a consultation or an internal message sent.

Fax:

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

Email:

Johnson Street Clinic email address is not encrypted and therefore is not a secure way of communicating patient health information. We do not encourage medical and allied professionals to use this form of communication. We encourage all health professionals to send patient information using an encrypted messaging system.

Website:

The Practice website is updated and maintained by the Practice Manager. Online appointments are available to book through with website and Manage My Health. There is a Feedback and Complaints section which can be used if you are unhappy (or happy) about any aspect of the care you receive.