

Sherbourne Road Medical Clinic

5.4.1 Policy on Receiving and Returning Electronic Communication

Patients of our practice are able to obtain timely advice or information related to their clinical care by telephone and electronic means where a GP determines that this is clinically safe and that a face-to-face consultation is unnecessary for that patient.

- When we receive an electronic messages from a patient via email, the email is acknowledge by the administration staff upon receipt.
- The email is forwarded to the relevant doctor.
- The response by the treating doctor is passed onto the patient.
- This can be via email by the administration staff or via the nursing or reception team as directed by the treating doctor.
- The original electronic message is copied into the patient medical file as this correspondence forms part of their medical record.

Patients are discouraged from communicating via email regarding appointment changes. They should phone the clinic and speak to the reception team.