

Practice Communication Policy

(including receiving and returning telephone calls and electronic communication)

Receiving Telephone Calls:

- a) Shelley Hub Family Practice aims to answer incoming telephone calls promptly and professionally.
- b) Trained reception staff will be available to handle incoming calls and direct them to the appropriate person if required.
- c) In cases where a call cannot be answered immediately, voicemail or an automated messaging system may be used to gather necessary information for a timely response.
- d) Urgent or emergency calls will be prioritised and handled promptly to ensure patient safety. Triage system is used for urgent calls and/or advice from medical team.

Returning Telephone Calls:

- a) Admin or Clinical team will strive to return phone calls in a timely manner, prioritising urgent matters.
- b) When returning calls, healthcare providers will ensure patient confidentiality by verifying the identity of the caller and using secure lines when discussing sensitive medical information.

Electronic Communications:

- a) Shelley Hub Family Centre is using electronic communication methods (emails) for non-urgent communication and information exchange.
- b) Admin or Clinical team will strive to respond to electronic communications within a reasonable timeframe, considering the nature of the inquiry or request. Clinical team have ability to send encrypted information to patients from Medical software, this is preferred method of electronic communication.
- c) Patients are responsible for providing accurate and up-to-date contact information and monitoring their electronic communications for any responses or updates.

Privacy and Security:

- a) Shelley Hub Family Practice adheres to strict privacy and security protocols to protect patient information and comply with applicable privacy laws and regulations.
- b) Electronic communications, including emails will be conducted using encrypted and secure platforms to ensure the confidentiality of patient data.
- c) Patients are advised to avoid sharing sensitive personal or medical information through non-secure electronic channels, such as regular email.

Emergency Situations:

In case of emergencies or life-threatening situations, patients are advised to call emergency services or visit the nearest emergency department rather than relying solely on electronic or telephone communication with the Shelley Hub Family Practice.

In case of Emergency dial 000

Nearest Emergency Department:

Fiona Stanley Hospital

11 Robin Warren Drive

Murdoch Western Australia 6150

Home visits – when Practice is closed (telehealth appointments are available)

For after-hours Doctors contact Night Doctor on 1300 644 483 (1300 NIGHT DR)



Emergency and crisis services:

[https://www.healthywa.wa.gov.au/Articles/A E/Emergency-and-crisis-services](https://www.healthywa.wa.gov.au/Articles/A_E/Emergency-and-crisis-services)