



EMAIL POLICY

Lake Cathie Medical Centre has a Privacy Policy and this is designed to explain the procedures we have in place to maintain the security of all information held by us and to inform you of the recent changes to the law that now allows patients a general right of access to their information.

Privacy provisions in place at the surgery preclude our reception staff accessing confidential doctor/patient records and as such we can only advise you of the computer notation made by the doctor regarding results. If you require any further information about test results, or if your symptoms are persisting, we suggest you make a further appointment with your doctor. Doctors can approve printouts of your results after they have discussed them with you. This can be made available on request from reception.

For Our Patients

Information about E-mail Communication And Our E-mail Policies

You may have asked to communicate with our office via email, or asked our staff to email you some type of correspondence. To do so with safety and confidence, you must understand our guidelines. Please read the following information about e-mail communication and our e-mail policies. If you have any questions about what you read, please ask us or a member of our staff.

- Please be aware that email communication is not a substitute for a face-to-face encounter with your GP
- It is our practice to make every effort to protect your confidential information in all communication. We use technology such as a robust firewall, secure network, encryption, automatic logout and password protection to ensure this
- We acknowledge, however, that no email is 100% secure. Even the most carefully protected messages are stored on a computer's hard drive. Though it is unlikely, this information could be retrievable. We cannot guarantee against unknown privacy violations such as unauthorised access achieved by illegal activity.
- When you request something to be emailed, you will be asked that you understand the risks of using unencrypted email and that you agree to it being sent. This discussion will be recorded in your medical file.
- We ask you to limit your email communication with us: e.g. to ask routine, non-urgent questions; All email communication will be archived and available for reference if needed.

- We will try to respond to email messages within 24 hours. However, there is no way to guarantee that this will occur, for a variety of legitimate reasons for example misaddressed email, server down, power outage. If you do not get a response from this office within 24 hours, it is up to you to contact us by telephone, mail, fax, or in person.
- We do not accept medication refill request by email.
- We will do our best to avoid technical problems. However, if a computer virus infiltrates our system, we cannot guarantee that we could prevent it from inadvertently passing to your computer.
- If you fail to adhere to our email policies, we will discontinue our communication with you via email.