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COMMUNICATION POLICY

Little Gem Medical (LGM) endeavours to provide patients with access to timely advice or information about their clinical care.

Telephone

Patients are able to contact the Practice via telephone during opening hours. The General Practitioner (GP) will generally be unable to speak with a patient while seeing to other patients. General queries or concerns can be discussed with reception and they will address the matter with the GP. Alternatively a telehealth consult can be booked for patients that have seen the GP face-to-face in the last 12 months.

Fax

Patient related faxes are imported into the patients' medical record. All urgent patient related faxes are immediately hand delivered to the relevant GP, or if required, the GP on duty. All outgoing faxes will be accompanied with a practice cover sheet advising details of who the fax is addressed to, fax number, number of pages and confidentiality notice.

Email

Patients are advised that email communication to and from Little Gem Medical is not encrypted and is therefore not a secure way of communicating personal information. Patients are able to email reception at service@littlegemmedical.com.au for non-clinical matters. Emails are responded to during opening hours and may not be replied to until the next business day if sent outside of these hours. Email should not be used if the matter is urgent.

Website and Social Media

The Little Gem Medical website is updated regularly with new health information and promoted on the Little Gem Facebook page. Regular patients are able to book appointments with the Doctor of their choice via our website www.littlegemmedical.com.au

Text Messaging

During registration, Patients will accept the terms and conditions of the service Little Gem Medical provide. Patients will have the option to receive text messages for appointment and clinical reminders as part of these terms. Patients can decline this option or may contact reception if they would like to opt out of this option moving forward.

Communicating with Patients with Special Needs

Little Gem Medical GPs are registered with the Translation and Interpreting Service (TIS) and are able to utilise the National Relay Service to support people with hearing or speech impairments. Patients that require this support for their consult, can let reception know at the time of booking for this to be arranged.

Policy review statement

This Communication policy will be reviewed regularly to ensure it is in accordance with any changes that may occur.