



Clinical Reminders / Results / Recall Policy

Clinical Communication

GreenHills Health Hub utilises HotDoc to send electronic SMN (simple message notifications) to communicate clinical reminders and recalls*. HotDoc uses either the patient's recorded mobile phone number or email address (depending on patient preferences) to send a SMN. The message will only include the patient's first name and our clinic name in the notification. To view the message, the patient will need to open the link and enter their surname and date-of-birth.

**Patients aged 18 years and under and patients aged 80 years and over are not included in the automated SMN recall system.*

Patients that have opted out of receiving SMN communications, have invalid phone numbers, or fall into the age-restricted categories above will still be contacted via phone, or by letter.

Clinical Reminders

There are numerous reasons a patient may be sent a clinical reminder e.g. immunisations due, screening tests due, pathology requested etc. The method of contact varies depending on the reason for the reminder, but usually a combination of SMN, phone calls and letters.

Results/Recalls

Once a General Practitioner (GP) has reviewed the patient's results, or correspondence relating to the patient, they mark the item as requiring:

- An urgent appointment
- A non-urgent appointment
- No action

The reception team are only able to advise if a result/report has been marked as 'no action'. They are not able to discuss results/reports further. Any results/reports that

are marked as non-urgent or urgent will require an appointment with the GP. Patients are advised that some results/reports can be viewed on their MyHealth Record via the 1800Medicare app.

Urgent appointments

Urgent recalls are checked daily.

If the patient already has an appointment booked, the GP will be notified to see if this appointment is acceptable.

If the patient does not already have an appointment booked, or if the booked appointment is not acceptable, the patient will be contacted by phone to book an appointment either the same day or the next day.

In the event that the patient cannot be contacted in the first instance, the reception team will make two further attempts later the same day. The GP will be informed if the patient still cannot be contacted and the following actions may be taken (as appropriate):

- The patient's Next of Kin may be contacted
- A welfare check may be organised – by calling the police
- A letter may be sent via Australia Post Express/Registered Post

No action

The patient does not require further follow-up.

The patient will not be contacted regarding the result or correspondence.

The patient is welcome to call the practice to confirm and the receptionists can advise that the GP has noted that no further action is required.

The GP may leave further comments on the result to be passed on to the patient also.

Non-urgent appointments

Recalls marked by the GP as requiring a non-urgent appointment are automatically added into a recall system through HotDoc.

The HotDoc automated recall process for results is:

SMN 1 – sent when the result is marked and synced

SMN 2 – sent 7 days after the start date

Phone call – prompted 14 days after start date

Letter – prompted 7 days after the call stage has been completed

The HotDoc automated recall process for correspondence received:

SMS 1 – sent when the correspondence is marked and synced

SMS 2 – sent 2 days after the start date

SMS 3 – sent 4 days after the start date

Letter – prompted 6 days after the start date

Results that arise following a procedure

It is our practice policy that any patient attending for a procedure, where a result is expected, books a follow-up appointment with their regular GP to discuss the results. If appropriate, this can be via a telephone consultation (*please see our Telephone Consultation Policy*).

Out-of-hours – high risk results

For times when high risk results are identified outside of normal opening hours, we ensure that our pathology and diagnostic service providers have the after-hours contact numbers for each practitioner and the Practice Principal/Director.

As part of the induction process, the new clinician's after-hours contacts are provided to pathology and diagnostic imaging providers.

Our practice has a documented agreement for the delivery of out-of-hours patient care with 13CURE. The documented agreement details the out of hours management of life-threatening results for our patients. 13CURE maintains a confidential electronic register of principal GP after-hours contact details so that contact can be made with our practice principal when deemed clinically necessary. The practice has provided the after-hours contact details for all GPs to 13CURE, so that, if required, they can access important information about a patient, particularly in an emergency or under exceptional circumstances.

Current as of:	05/08/2026	Version:	2.0
Amendments			
Date of amendment:	Version:	Details of amendment:	
29/08/2026	2.0	Updated out-of-hours policy to include 13CURE	
20/04/2026	1.0	New Policy	