



# Broadmeadow Medical Centre

## Electronic Communication Policy (External)

Current as of: 28.01.2025

(Policy and Procedure manual section 5:8)

Patients can obtain advice or information related to their care or appointment reminders by electronic means, where the doctor determines that a face-to-face consultation is unnecessary.

Electronic communication includes email, fax, and SMS.

Practice staff and doctors determine how they communicate electronically with clients, both receiving and sending messages. All significant electronic contact with patients is recorded in the client health records.

Staff are mindful that even if patients have provided electronic contact details, they may not be proficient in communicating via electronic means and client choice should be obtained before using electronic communication.

Practice staff and doctors should be aware of alternative modes of communication used by the patients with accessibility issues.

Patients are advised in "Practice Information Sheet" that they can request our written policy on receiving and returning electronic communication. Electronic communication (e.g. email and Fax) is conducted with appropriate regard to the privacy Laws relating to health information and confidentiality of the Patients health information or the risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient.

Patients should be aware that it is not possible to guarantee that electronic communications will be private. All personal health information or sensitive information sent by email will be securely encrypted.

Patients can request information to be sent via email (without encryption) however, patients must be informed this form of communication is not secure. Consent must be obtained from the client to release the information in this format.

When an email message is sent or received in the course of a person's duties, that message is a business communication and therefore constitutes an official record.

### **The Broadmeadow Medical Centre Website**

(Policy and Procedure manual section 5:7)

The Broadmeadow Medical Centre Website In complying with the Privacy Amendment (Private Sector) Act 2000, our practice provides the following advice to users of our website about the collection, use and disclosure of personal information.

The aim of this advice is to inform users of this site about:

- what personal information is being collected;
- who is collecting personal information;
- how personal information is being used;
- access to personal information collected on this site; and
- security of personal information collected on this site.

The Broadmeadow Medical Centre privacy policy is posted on the website and available for download. The website is continually monitored to ensure it is kept current and up to date.