

Communication Response Policy

Telephone calls

To ensure all patients receive the same level of care, privacy and undivided attention during their consultation, our Doctors do not routinely interrupt patient appointments to take telephone calls or respond to non-urgent, time-sensitive messages. All of our patients can expect the same courtesy and consideration to be afforded to them during their own consultation.

Where an urgent or time-critical clinical matter arises, the Practitioner may need to be interrupted briefly. In these rare circumstances, every effort will be made to minimise the interruption. We appreciate your understanding should this occur.

Electronic communication

We **do not** provide clinical advice or results via email. For medical queries, please schedule an appointment through Reception or via our online booking system. We will send referrals for blood tests, scans or medical certificates via email at the patients expressed request and consent.

Results

Patients are required to make a follow-up appointment to discuss test results to ensure proper clinical review. Our clinic will send out a recall SMS or telephone where a follow-up appointment for results is required.

Scripts

Patients **are required** to have an appointment for issue of a script, even if you have seen the Doctor recently, if the script request was not discussed within the appointment.

Our Practitioners cannot issue a script without an appointment. If you have seen the Doctor within the last 12 months, reception may book you a short telephone appointment which will be scheduled at the end of the next 2-3 consulting days, depending on urgency and availability of appointments.

These phone calls are generally made at the end of each day after the last consultation, and the staff will advise of the scheduled time frame (usually between 5:00-5:45pm). Please keep your phone nearby if an appointment has been booked to ensure you take the call, as the Doctor may not be able to call back.

Please note: these short script appointments are **ONLY for scripts** and not for other medical issues – if you have a medical issue to discuss in addition to a script, a standard appointment (or a long appointment for 2-3 issues or a complex issue) will be required to be booked.

Home Visit Requests

Dr Soteriou will schedule requested Home Visits once a week. Your request will be noted and forwarded to Dr Soteriou for scheduling. Staff will advise within 24 hours when the visit is scheduled for.

Please note: not all requested home visits will always be able to be attended within the week, if this is the case, they will be triaged according to urgency and symptoms.

Nursing Home Visit Requests

Dr Soteriou will schedule requested Nursing Home Visits once a week. Your request will be noted and forwarded to Dr Soteriou for scheduling. Staff will advise within 24 hours when the visit is scheduled for.

Please note: not all requested nursing home visits will always be able to be attended within the week, if this is the case, they will be triaged according to urgency and symptoms.