

Communication with Patients

EFMSC aims to provide clear, respectful, confidential and timely communication with patients.

Telephone Communication

Patients may contact the practice by telephone on 03 8402 0400.

When contacting the practice:

- urgent matters are assessed and escalated to an appropriate member of the clinical team where required
- non-urgent messages may be taken for the relevant practitioner
- non-urgent messages are returned within a reasonable timeframe, where practicable
- practitioners are generally not interrupted during consultations unless the matter is urgent or clinically necessary
- patient identity may be confirmed using approved identifiers before personal or clinical information is discussed
- patient confidentiality and privacy are maintained during telephone communication.

Patients requiring interpreter or communication assistance may request support through services such as TIS or the National Relay Service.

For medical emergencies, call 000.

Email and Electronic Communication

EFMSC uses electronic communication including email and SMS where appropriate.

Patients should be aware that:

- email is not monitored continuously
- email must not be used for medical emergencies or urgent medical matters
- routine patient emails are generally reviewed and responded to within 48 hours
- SMS may be used for appointment reminders and other appropriate practice communications
- electronic communication is not routinely used for diagnosis or urgent clinical advice
- personal or clinical information is only communicated electronically where considered appropriate and safe
- electronic communication may carry privacy and security risks.

Patients requiring urgent assistance should telephone the practice. In a medical emergency, call 000.