



## Email Policy

There are risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. Email communications with other healthcare providers is undertaken securely through the use of encryption. Email communication with patients is discouraged; however, where initiated by the patient, the risks are communicated and patient consent is obtained.

Patients requesting a document to be emailed to them are asked to first email the clinic giving permission for us to send the document back to them, they are then asked to confirm they have received the email and the document. If they would like to send a document to us they are required to ask the doctor for permission for this. All transactions are printed and scanned into the patient records.

Incoming patient correspondence and diagnostic results are opened and viewed only by a designated practice team member.

Communication with patients via electronic means is conducted with appropriate regard to privacy. Before obtaining and documenting the patient's consent, patients are fully informed through information contained in our patient information booklet and new patient registration form of the risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. Our practice also has an automatic email response system set up so that whenever an email is received into the practice, the sender receives an automated message reinforcing information regarding these risks.

Auto response

*If this is an **EMERGENCY** please call 000*

*If you are needing to access to a doctor you must make an appointment by ringing the clinic on 8295 2167 or book an appointment through our website [www.rosestreetclinic.com.au](http://www.rosestreetclinic.com.au)*

*We do not take requests for diagnosis, opinions, scripts, referrals, appointments or any other clinical treatment via email.*

*Please be aware incoming emails are not checked on a regular basis and is not monitored outside of our business hours.*

*Emailing is not an acceptable method of communicating with the clinic as we cannot guarantee the emails will be seen and acted upon nor the security or risk of being intercepted or read by someone other than the intended recipient.*



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. Patients are informed of any costs to be incurred as a result of the electronic advice or information being provided, and all electronic contact with patients is recorded in their health record.

All members of the practice team are made aware of our policy regarding electronic communication with patients during induction, and are reminded of this policy on an ongoing basis. They are made aware that electronic communications could be forwarded, intercepted, printed and stored by others. Each member of the practice team holds full accountability for emails sent in their name or held in their mailbox, and they are expected to utilise this communication tool in an acceptable manner. This includes, but is not limited to:

- Limiting the exchange of personal emails
- Refraining from responding to unsolicited or unwanted emails
- Deleting hoaxes or chain emails
- Email attachments from unknown senders are not to be opened
- Virus checking all email attachments
- Maintaining appropriate language within electronic communications
- Ensuring any personal opinions are clearly indicated as such, and
- Confidential information (e.g. patient information) must be encrypted.

Our practice reserves the right to check an individual's email accounts as a precaution to fraud, viruses, workplace harassment or breaches of confidence by members of the practice team. Inappropriate use of the email facility will be fully investigated and may be grounds for dismissal.

The practice uses an email disclaimer notice on outgoing emails that are affiliated with the practice stating:

*Rose Street Clinic wishes to acknowledge that we are working on the traditional lands of Australia's first people. We pay respect to the Elders past and present and recognise Australia's first peoples cultural heritage, beliefs and relationship with the land.*

*The information contained in this e-mail and any files transmitted with it are privileged/confidential and intended only for the addressee. If you have received this e-mail in error you are not to copy, on send or reveal the information contained to anyone, you should delete the e-mail and inform the sender of the error. The contents of this email are the opinions of the author and do not necessarily represent the views of Rose Street Clinic. Please be aware that there may be risks with sending personal information through unsecured email. Rose Street Clinic makes endeavours to ensure messages are virus free, however for your own protection you should scan all messages for virus and bugs.*