

HOSPITAL STREET DOCTORS

Electronic Communication Policy



Hospital Street Doctors preferred method of communication is via email. Patients need to be aware that with email/SMS or other forms of electronic messaging it is not possible to guarantee that electronic communications will be private or secure.

Email can be circulated, forwarded and stored in paper and electronic files. Backup copies of email may exist even after the sender, or the recipient has deleted his/her copy. Email senders can easily misaddress an email or email can be received by unintended recipients.

All patients requesting communication via email must agree, either verbally or in writing, that they are aware of these limitations and accept the following:

- Email is not a substitute for a personal appointment with my health care provider.
- Email is not to be used in emergencies, or when I need information or advice urgently.
- Email may be accessed by medical office staff in the course of their duties.
- Email may be accessed by my health care provider's medical colleagues while caring for me when my health care provider is absent.
- Email will be restricted to single or simple medical issues.
- Regular email will not be used to exchange sensitive information.
- Email will not be used for frivolous, commercial or unapproved purposes.
- Email between me and the medical practice will become part of my confidential patient record.
- Email is a privilege that may be withdrawn if I fail to abide by the terms and conditions of use.

If there is a need to send or receive sensitive or medical information, Hospital Street Doctors will encrypt this information and a key will be sent via SMS or phone call to the recipient.

It is acknowledged by the practice that consent is implied if the patient initiates electronic communication with the practice.

SMS

Hospital Street Doctors uses a third party provider to send messages related to appointment reminders, health recalls and on occasion health broadcasts to specific groups.

Patients not wanting to receive these messages can opt out by contacting the clinic. All new patients are asked on their registration form if they wish to receive SMS.

Social Media

Social media is defined as websites and applications that enable users to create and share content or to participate in social networking. These include Instagram, Facebook, X and YouTube.