

# COMMUNICATION



## Telephone Policy

Most issues are best dealt with in consultation with your doctor and he/she will endeavour to take your call where applicable. At times your doctor may be attending to other patients and may need to return your call. Please inform our reception staff if your call is urgent.

## Test Results & Referrals

Test results can be obtained in a booked consultation. Referrals to specialists must be made during a consultation and will not be provided from a phone request. In unavoidable circumstances, doctors may provide repeat referrals or scripts, however this is done at the doctor's discretion and may attract a fee.

## Recall/Reminder System

Our centre participates in state/territory reminder systems which inform you of recurring health care issues such as annual check-ups, care planning and immunisations. Please advise reception if you do not wish to receive reminders. Patients will be contacted for recall where clinically indicated.