

**EMAIL & SMS COMMUNICATION POLICY AND PROCEDURE:**

**Policy ( Document date : 12/10/2019)**

**Key Issues**

1. **Consent to Communicate Electronically to be recorded and dated**
2. **All communications will be recorded in Patient Case Notes**
3. **Emails are for all non clinical matters**
4. **Persistently checking patients details and contact information**
5. **We will not communicate via social media.**
6. **All communication to conform to the Privacy Act**

**Email Policy**

1. **Only non clinical matters will be managed, clinical matters need to be dealt with via phone or Face to Face Consultation.**
2. **If we have signed consent then we can communicate this way.**
3. **Email is un-encrypted and has risks, if we do email we will send a PDF where possible and have a password lock. The password will go to the mobile number via computer generated SMS. A copy of these details will be recorded in the patients notes.**
4. **Our practice email is [admin@torrensclinic.com.au](mailto:admin@torrensclinic.com.au)**
5. **Please allow 72 hours to respond to emails.**

**SMS ( Text Messaging)**

1. **We can communicate this way if have appropriate consents**
2. **It will be from our computer system**
3. **Patients can only receive and should not respond**
4. **Will be used for**

**(a) Appointment Reminders**

**(b) Need to Contact Surgery for Results ( no results given over SMS, unless documented consent**

**(c) Recalls and Reminders**

**5. Texts should not contain any identifiable data.**

**6. All communications will be recorded in our patient records.**

**Examples of SMS**

1. **You have an appointment at 2.15pm with Dr ………on 12 October 2019**
2. **Please Contact the Surgery to discuss your recent results**
3. **You are now due for a (Pap smear . Blood test , bone density, diabetes check etc)**

**All message will end by stating this is computer generated and please do not respond to the message. Regards Torrens Clinic.**