

Stepping Stones Medical Centre

Electronic Communications Policy

SMS

Stepping Stones only uses SMS as a mechanism for sending appointment reminders.

EMAIL

In the interests of patient privacy and confidentiality, electronic communication with patients is rarely used at Stepping Stones. As a rule, Stepping Stones does not transmit personal or medical information to a patient via email, unless...

- this method of communication is specifically requested by the patient
- and the patient has provided a signed patient consent form
- and depending upon the sensitivity of information involved, the GP has given their approval.

Patients are discouraged from sending emails to the practice, and only matters of a non-urgent nature should ever be emailed.

FAX

Information sent by facsimile includes a Fax Cover sheet that states "CONFIDENTIAL FAX", and contains a disclaimer notifying the recipient of the potential confidential nature of the fax content, and what to do in the event that the fax is received in error. Communication by fax is generally only done between Stepping Stones and another healthcare provider.

Communication by facsimile with patients is not encouraged as persons other than the patient may have access to the recipient fax machine.

PHONE

The preferred method of contact with Stepping Stones is by telephone.